



Provider Profile **Report Card**

Treatment Outcomes for Adults With Chemical Addictions

Indiana Family and Social Services Administration
Division of Mental Health and Addiction
Volume 3, Number 7
August 2001

Table of Contents

Introduction

Risk Adjustment.....	1
Provider Comparisons.....	1
Performance Indicators.....	1
How to Read the Graphs.....	2
Sample Graph.....	3

Provider Summaries

Midtown Community Mental Health Center.....	4
LifeSpring Mental Health Center.....	5
Samaritan Center.....	6
SouthWestern Indiana Mental Health Center, Inc.....	7
Hamilton Center, Inc.....	8
Madison Center and Hospital, Inc.....	9
Howard Community Hospital Behavioral Health Services.....	10
Quinco Behavioral Health Systems.....	11
Oaklawn Psychiatric Center.....	12
Swanson Center.....	13
Center for Behavioral Health.....	14
Tri-City Mental Health Center.....	15
Community Mental Health Center.....	16
Grant-Blackford Mental Health, Inc.....	17
Wabash Valley Hospital, Inc.....	18
Gallahue Mental Health Center.....	19
Dunn Mental Health Center, Inc.....	20
Porter-Starke Services.....	21
Parke Center.....	22
Southern Hills Counseling Center, Inc.....	23
Edgewater Systems for Balanced Living, Inc.....	24
Comprehensive Mental Health Services, Inc.....	25
The Center for Mental Health.....	26
Northeastern Center, Inc.....	27
Cummins Mental Health Center.....	28
BehaviorCorp.....	29
Tara Treatment Center, Inc.....	30
YWCA of St. Joseph County.....	31
Salvation Army, dba Harbor Light Center.....	32
St. Joseph Hospital and Health Center, Inc.....	33
Addiction Resource Network of Indiana, Inc. (ARNI).....	34
Affiliated Service Providers of Indiana, Inc. (ASPIN).....	35
Southlake/Tri-City Management Corp. (Community Behavioral Health Network).....	36
Options Institute, Inc.....	37

Alphabetical Provider List

Addiction Resource Network of Indiana, Inc. (ARNI).....	34
Affiliated Service Providers of Indiana, Inc. (ASPIN).....	35
BehaviorCorp.....	29
Center for Behavioral Health.....	14
Community Mental Health Center.....	16

Comprehensive Mental Health Services, Inc.	25
Cummins Mental Health Center.....	28
Dunn Mental Health Center, Inc.	20
Edgewater Systems for Balanced Living, Inc.	24
Gallahue Mental Health Center	19
Grant-Blackford Mental Health, Inc.	17
Hamilton Center, Inc.	8
Howard Community Hospital Behavioral Health Services.....	10
LifeSpring Mental Health Center	5
Madison Center and Hospital, Inc.	9
Midtown Community Mental Health Center.....	4
Northeastern Center, Inc.	27
Oaklawn Psychiatric Center	12
Options Institute, Inc.	37
Parke Center	22
Porter-Starke Services	21
Quinco Behavioral Health Systems.....	11
Salvation Army, dba Harbor Light Center	32
Samaritan Center	6
Southern Hills Counseling Center, Inc.....	23
Southlake/Tri-City Management Corp. (Community Behavioral Health Network)	36
SouthWestern Indiana Mental Health Center, Inc.....	7
St. Joseph Hospital and Health Center, Inc.	33
Swanson Center.....	13
Tara Treatment Center, Inc.	30
The Center for Mental Health	26
Tri-City Mental Health Center	15
Wabash Valley Hospital, Inc.....	18
YWCA of St. Joseph County	31

Data Tables

Crack, Cocaine, Heroin – All Severities	38
Other Drugs, Over 35 – All Severities	39
Other Drugs, Under 35 – All Severities	40

Introduction

The Division of Mental Health looks at how well its providers are doing in many ways. DMH uses telephone surveys to call consumers and ask about their satisfaction with the services they received. The results of these are published in the *Consumer Survey Report Cards*.

The Division also looks at data the providers send to examine the amount and kinds of services that they deliver. This information forms the basis for the *Provider Survey Report Cards* and is also used by DMH to make funding decisions.

A third way of assessing how providers are doing is to look at the *outcomes* of the services they are providing. In other words, what difference are the services making in the lives of consumers? The Division is now able to look at the outcomes of services in a more direct manner. Providers assess individuals twice each year. These clinical assessments are sent to the Division on a quarterly basis. The providers send the Division information on the consumer including diagnosis, age, race, where they live, and what kinds of services they receive. The Division measures outcomes of services by comparing changes in assessment information over time.

This report *on outcomes* looks at changes in the assessments of people who were seen in three different years, or as many years as the provider offered services under contract with the Division. Did people who were seen in 1998 and again in 1999 get better or worse? How about 1999 and 2000? In order to answer these questions, issues of risk adjustment, provider comparisons and performance indicators must be addressed.

Risk Adjustment

The process of grouping individuals receiving services in order to compare outcomes of services is referred to as risk adjustment. For example, it is desirable not to compare outcomes for people with severe heroin addiction with the outcomes for people who have a mild addiction to other drugs. The people with a crack, cocaine or heroin addiction are more likely to need counseling for their addiction than those addicted to certain other drugs. They are at greater “risk” than the group using other drugs. These graphs on the Provider Summary pages therefore group consumers in the most homogeneous associations possible, to ensure the comparability of the data. Those groups, comprising all severities of addiction, are: Crack, Cocaine and Heroin Users; Users of Other Drugs over Age 35; and Users of Other Drugs under Age 35. Risk adjustment could also take into consideration the severity of the addiction, but we did not have sufficient numbers of survey responses to take the analysis to that deeper level.

Provider Comparisons

The second issue has to do with the fact that we need to see how successful a provider is at treating individuals within each of the three groups. Comparing a provider’s success with the average rate of success for all providers does this. *Do more individuals in a group at a particular agency show improvement from one year to the next than individuals in the same risk group at other agencies?* In order to make such a comparison we had to develop a fair and understandable system for turning individual scores into agency performance indicators. *This was accomplished through the development of performance indicators.*

Performance Indicators

For each of the three groups, the Division looked at people who received services in both State Fiscal Year 1997 (July 1, 1996 through June 30, 1997) and State Fiscal Year 1998 (July 1, 1997 through June 30, 1998). We looked at the difference in those people’s assessment scores. For each group, there was a pretty wide range of scores. Each group was then split into thirds, with one group being “most improved”, one group being “least improved” and one group being in the middle. If the providers were

all doing the same quality of care, for each of the three groups they would have one third of their consumers fall into the most improved group, one third in the least improved group, and one third in the middle. However, there were some differences between providers.

We did the same things for people that received services in both State Fiscal Year 1998 and State Fiscal Year 1999, and again for those that received services in State Fiscal Year 1999 and State Fiscal Year 2000. We would expect that, in general, providers that did better than other providers in one year would do better again in the other.

One more issue: For some of the groups, the number of people seen was small. If any agency saw only a very few people in one of the categories, it would not be fair to compare the percentages. *If an organization had less than three individuals that were seen in two consecutive years in any of the three categories, we dropped that category for that agency for that two-year comparison period.*

How to Read the Graphs

Each provider's information is represented on a graph. In each table, the 1997-1998 data is shown first, followed by the 1998-1999 and the 1999-2000 data. This is done for each diagnostic category. The number of people who were assessed in each year and that fall into each group is shown.

As mentioned earlier, if providers were all having the same level of success with a particular diagnostic group, one third of the people they saw would be in the "most improved" category, one third in the "least improved" category and the remaining third would be in the "average" improvement group. To delineate these expected levels of performance there are marks that represent 33% and 67% along the sides of the graphs.

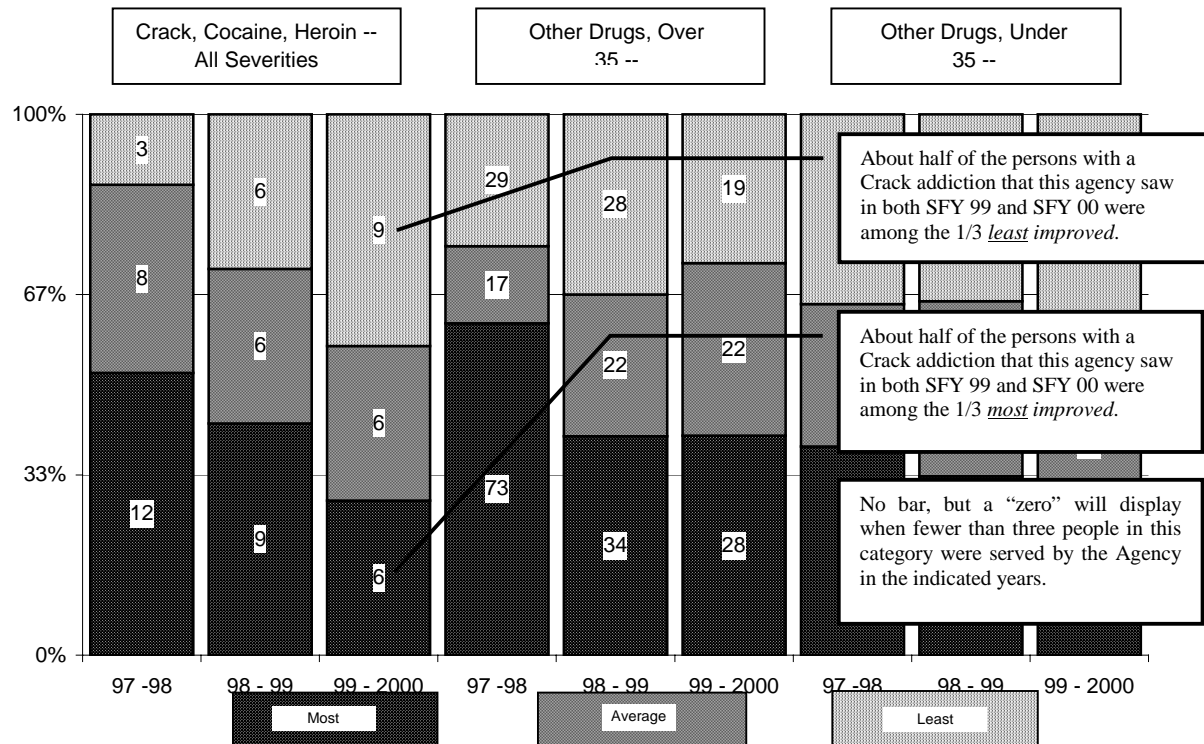
For each diagnostic category, if the provider has more than one third of its consumers in the "most improved" group, the provider is doing better than average. On the graphs, the "most improved" category is represented by the darkest shading and appears at the bottom of the graph bars. In the sample graph (see following page), the column at the far-left shows that the provider had 23 people with Crack, Cocaine or Heroin addictions that were seen in 1997 and 1998. Of those 23 individuals, 12 were in the most improved category, eight were in the average category and three were in the least improved category. For consumers in 1997 and 1998, the graph shows that more than one third (in fact, over half) of their consumers in this category were the most improved group. Since more than one third were in the "most improved" category, this provider did better than average.

In that same column, more than two-thirds of the consumers with Crack, Cocaine or Heroin addictions seen in both 1997 and 1998 were in either the "most improved" or "average improvement" category. This is another indication that the provider did better than average with consumers in this diagnostic category.

Considering the graphs visually, the larger or taller the darkest shading in a column, and the smaller the lighter shading, the more successful the provider was in helping consumers improve from one year to the next. In the third column or bar from the left, the graph shows that over one-half of the consumers with Crack, Cocaine or Heroin addictions seen in both 1999 and 2000 were among the least improved. Since this is more than the expected one-third, this provider did worse than average with this group with those seen in 1999-2000.

Some providers were not contracted to provide services for the Division in all three two-year periods shown on the Provider Summary graphs. Others did not report on a sufficient number of clients to permit a statistically valid analysis of their outcomes. In these cases, a zero is shown on the graph instead of a stacked bar.

Sample Graph



One-page summaries with provider names, contact information and the outcome graphs begin on the following page.

Midtown Community Mental Health Center

(401)

1001 West Tenth Street

Indianapolis, IN 46202

(317) 630-8800

CEO

Dennis R. Jones, MSW, MBA

Executive Director

(317) 630-0880

Consumer Contact

Noel Wyatt, CCSW, ACSW

Care Business Director

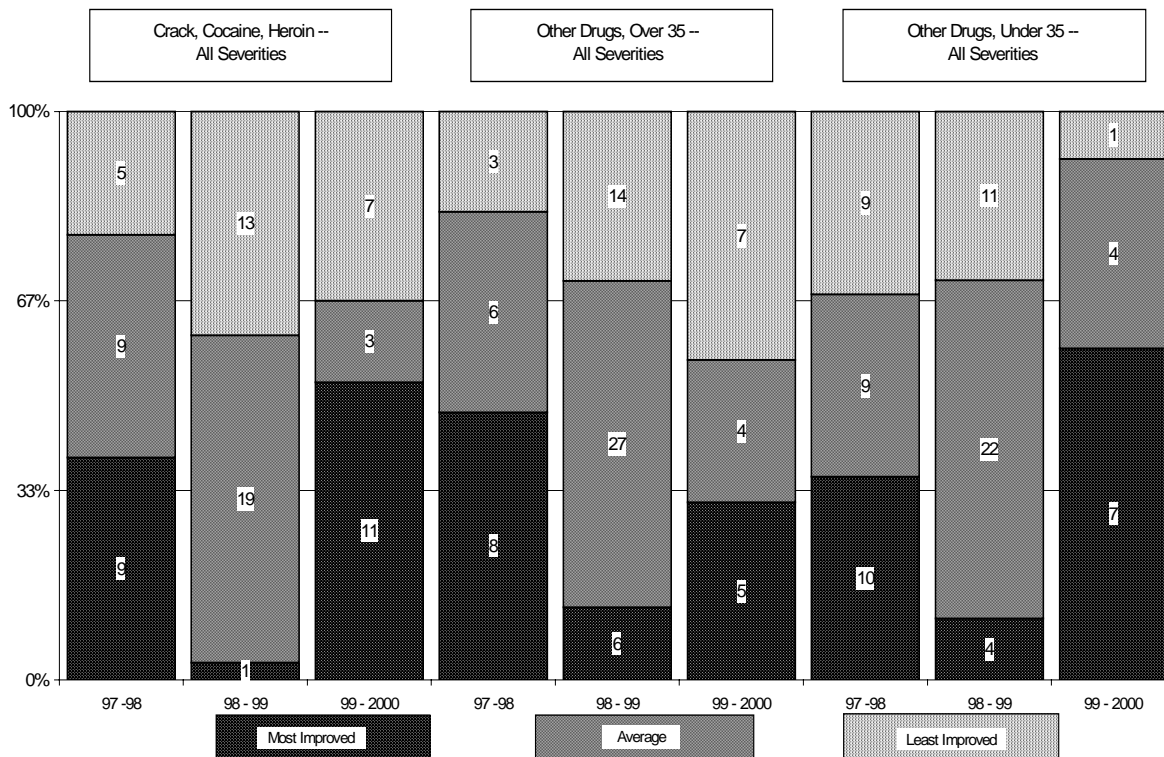
(317) 630-5401

wyattn@wishard.edu

Jim Hayes, MBA

UR/C QI Specialist

(317) 630-8900



LifeSpring Mental Health Center

(402)

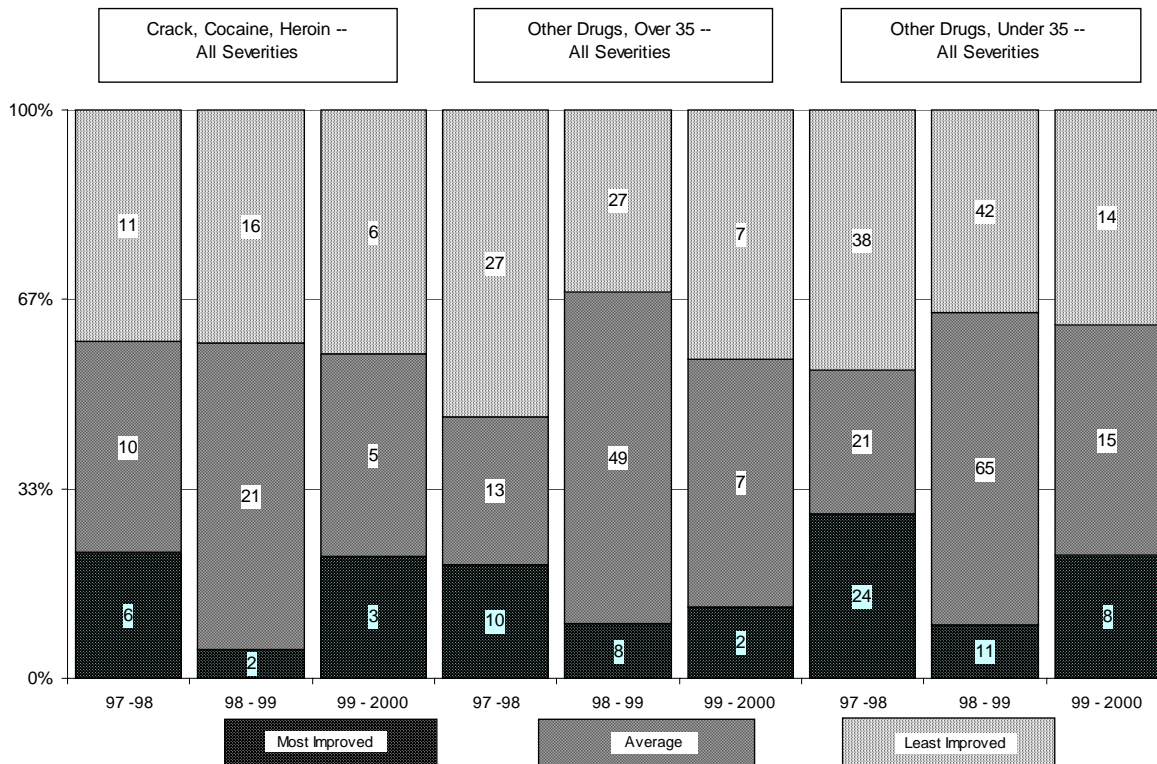
207 West 13th Street
Jeffersonville, IN 47130
(812) 283-4491

CEO

Terry Stawar
CEO
(812) 283-4491

Consumer Contact

Ginger Grizzle
QI Director
(812) 280-2080 ext. 204
ggrizzle@lifespr.com



Samaritan Center

(403)

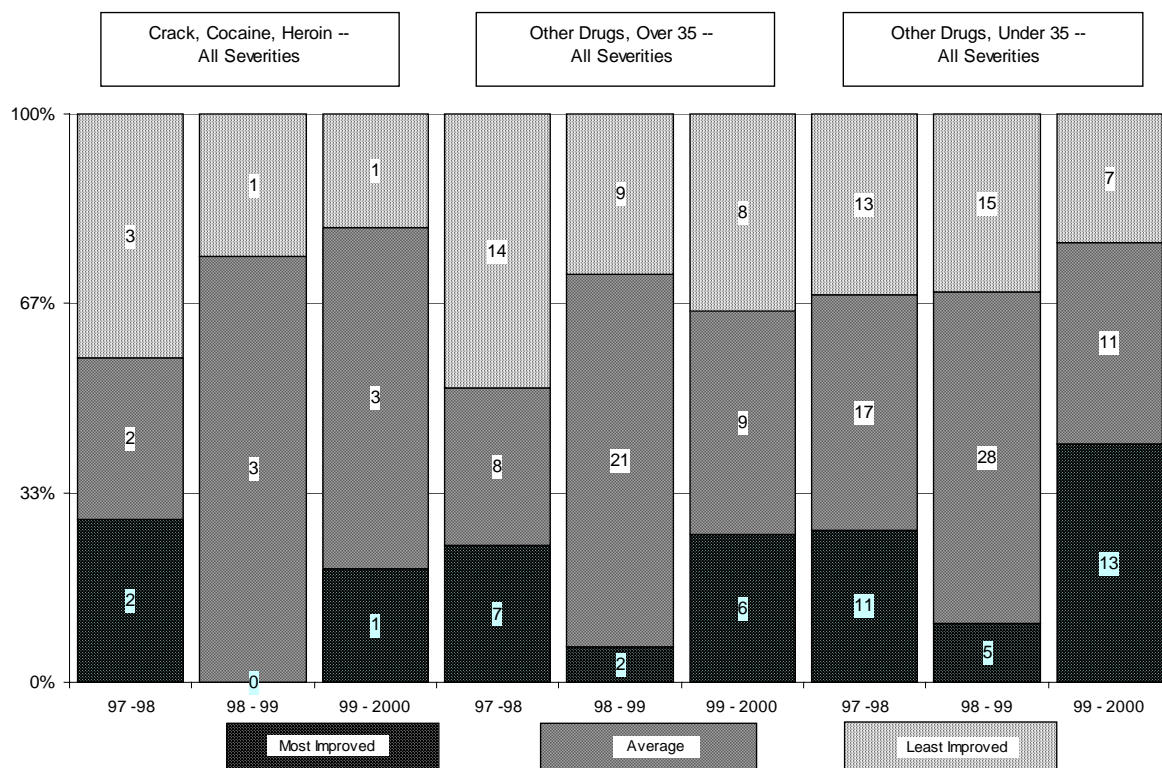
515 Bayou Street
Vincennes, IN 47591
(812) 886-6800

CEO

James A. Koontz, MD
Executive Director
(812) 886-6800

Consumer Contact

Michael Drake, Ph.D.
Director of Quality Resources
(812) 886-6800
mdrake@gshvin.org



SouthWestern Indiana Mental Health Center, Inc.

(404)

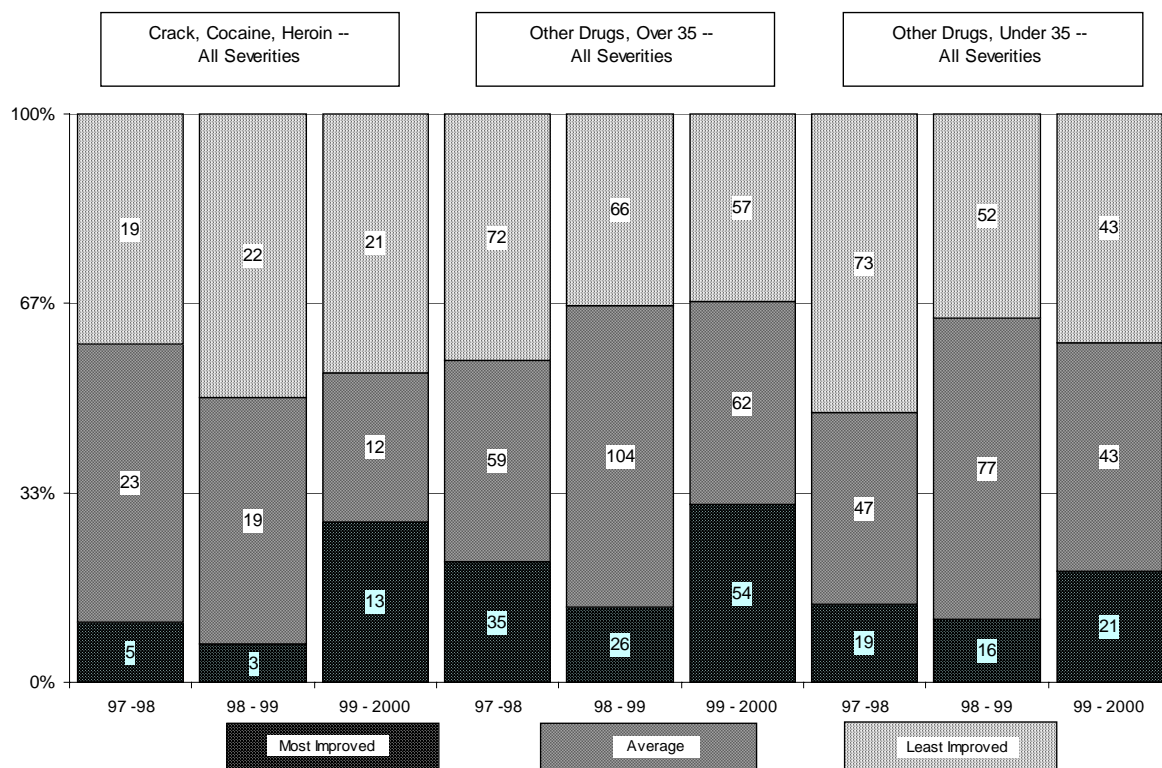
415 Mulberry Street
Evansville, IN 47713-1298
(812) 423-7791

CEO

John K. Browning, MBA, CBHE
President/CEO
(812) 423-7791

Consumer Contact

Richard L. Paul, MSW, ACSW
Clinical Director
(812) 423-7791
paulr@southwestern.org



Hamilton Center, Inc.

(405)

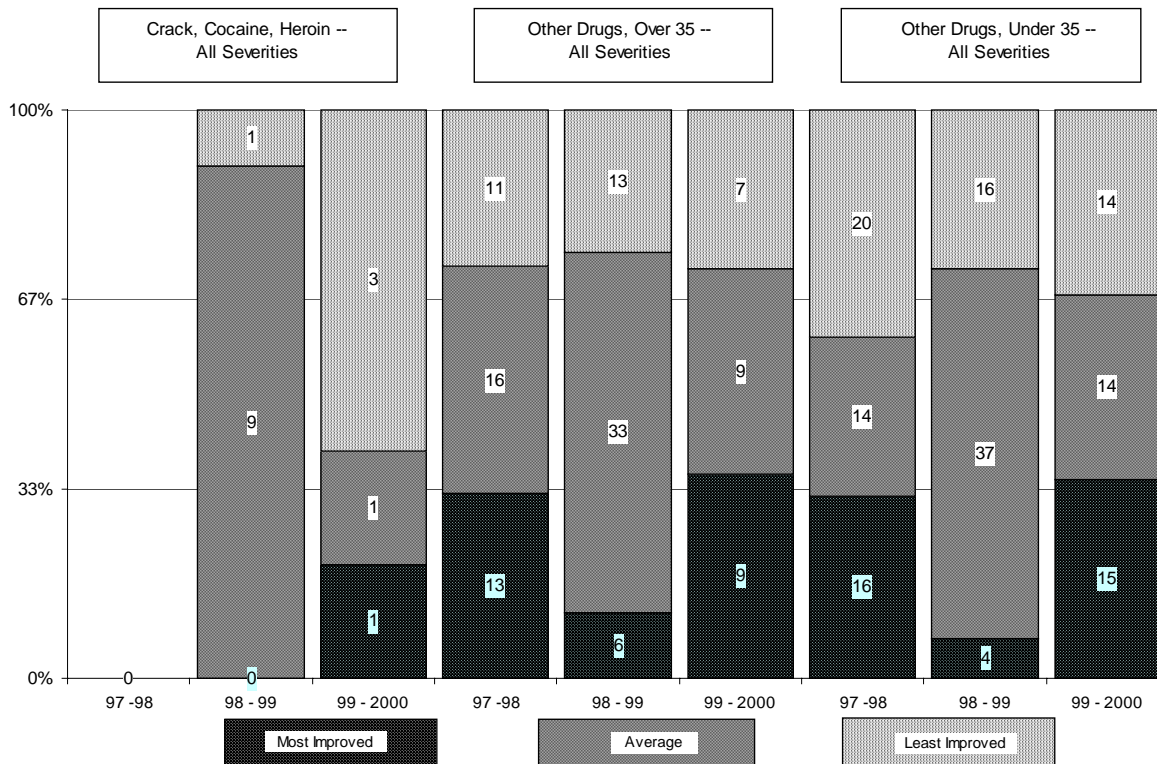
620 Eighth Avenue
Terre Haute, IN 47804
(812) 231-8323

CEO

Galen Goode, MPA
CEO
(812) 231-8317

Consumer Contact

Dana S. Guthrie, BS
CQI Administrator
(812) 231-8271
dguthrie@hamiltoncenter.com



Madison Center and Hospital, Inc.

(406)

403 East Madison Street

South Bend, IN 46617

(219) 234-0061

CEO

Jack Roberts, MBA

CEO

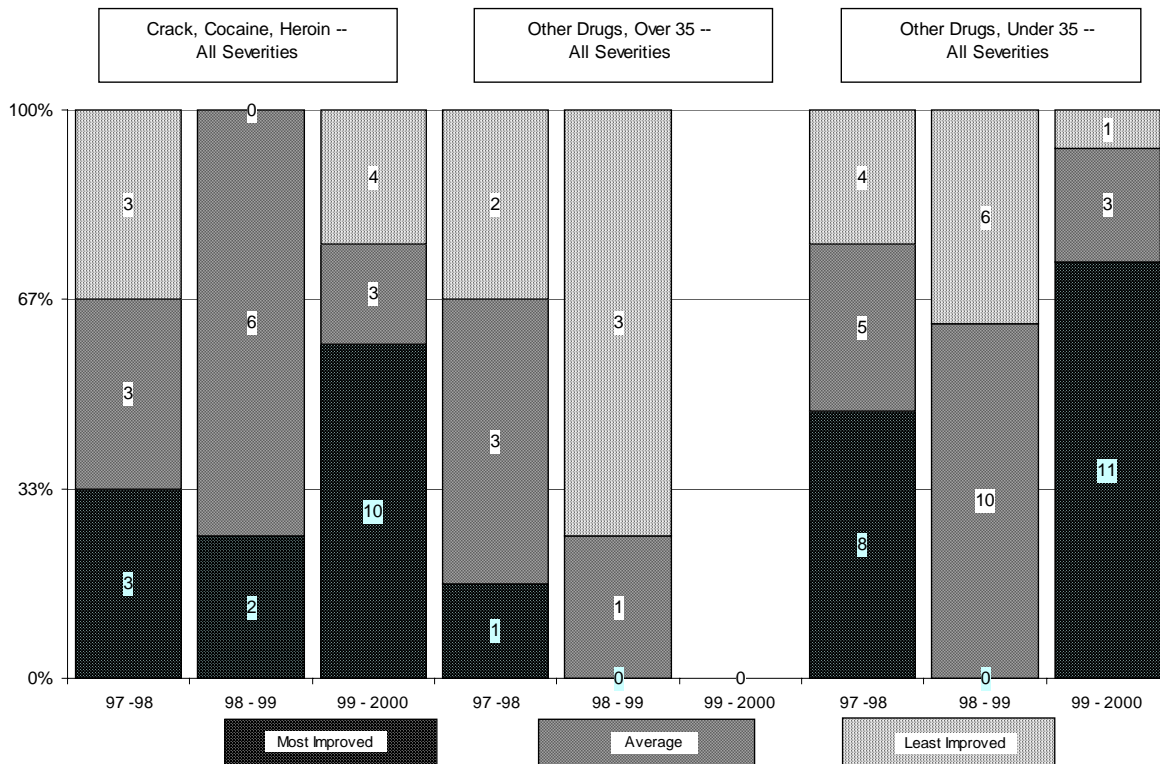
(219) 234-0061

Consumer Contact

Marzy Bauer, MUP

Associate Director

(219) 283-2108



Howard Community Hospital Behavioral Health Services

(407)

3500 South LaFountain Street
Kokomo, IN 46904
(765) 453-8529

CEO

Jim Alder

CEO

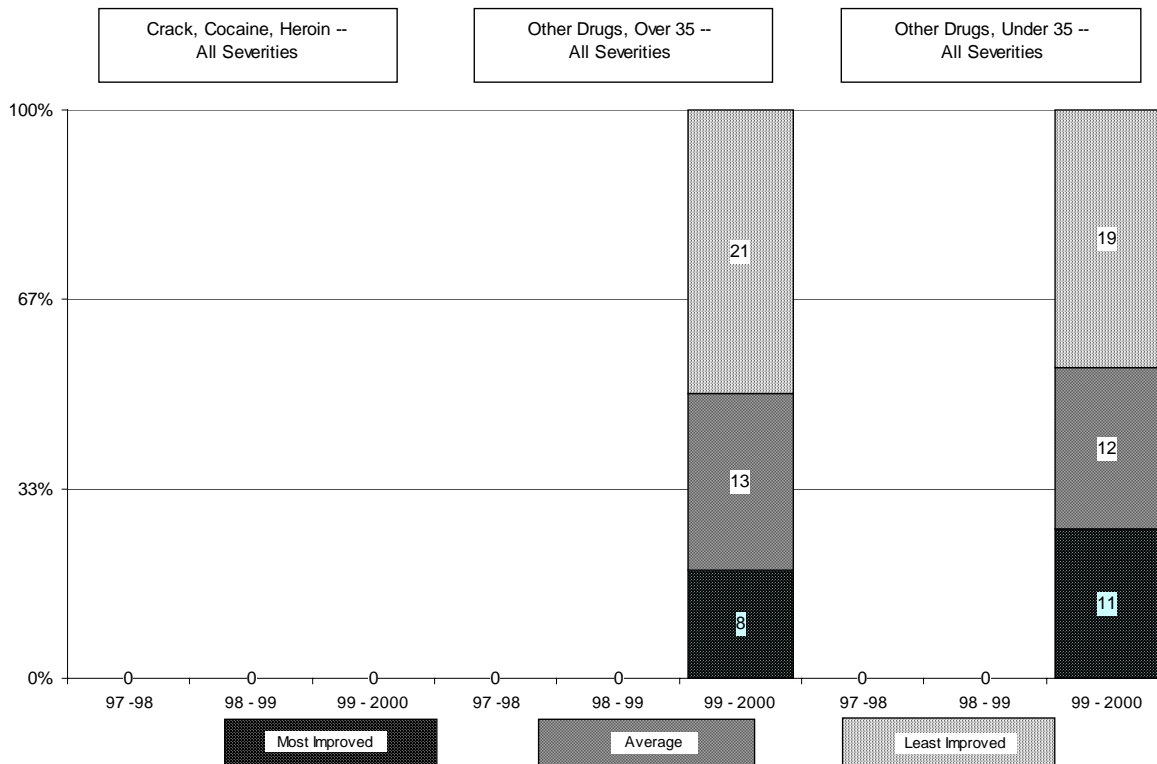
(765) 453-0702

Consumer Contact

Larry Brandon

Care/Patient Complaints

(765) 453-8579



Quinco Behavioral Health Systems

(408)

P.O. Box 628

Columbus, IN 47202

(812) 348-7449

CEO

Robert J. Williams, Ph.D.

President/CEO

(812) 248-7449

Consumer Contact

Susie Geyze-Thomas

Vice President

(812) 348-7449

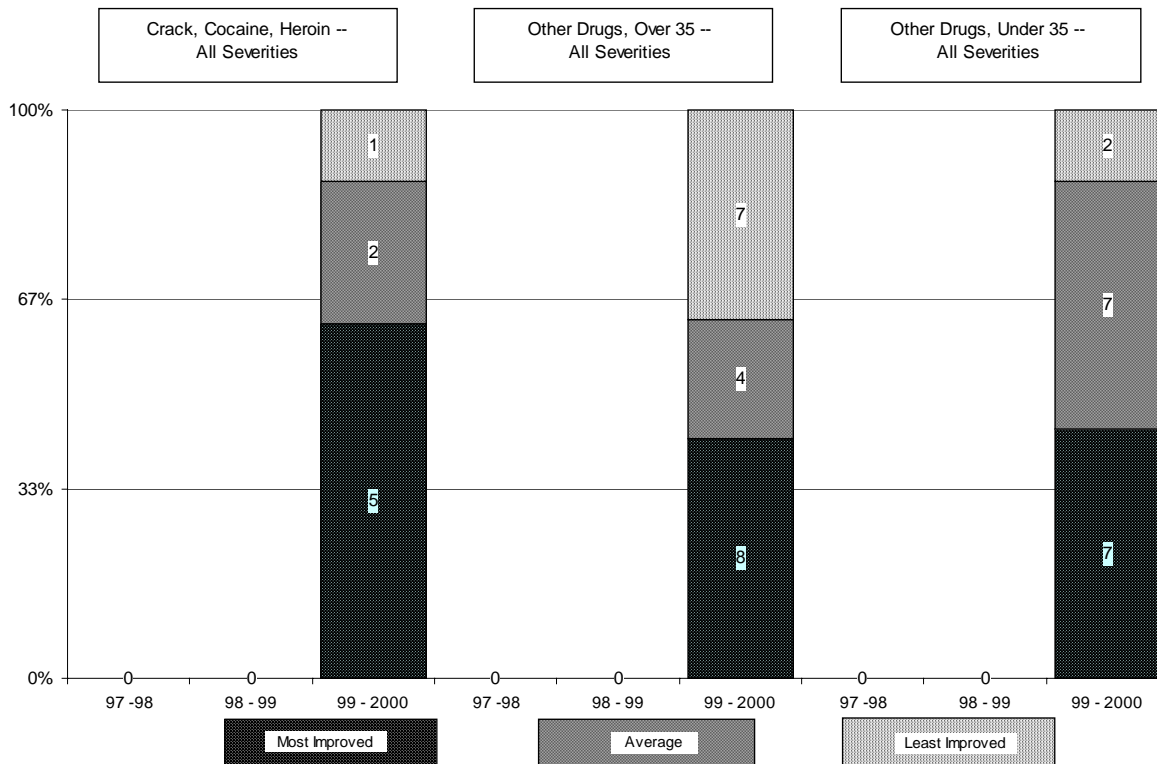
susansgleyze-thomas@quincoinc.com

Kathy Christoff, MA

Vice President

(812) 348-7449

kochristoff@quincoinc.com



Oaklawn Psychiatric Center

(409)

2600 Oakland Avenue

Elkhart, IN 46517

(219) 533-1234

CEO

Harold Lowen, MBA

President

(219) 533-1234

Consumer Contact

Gregg Nussbaum, MS

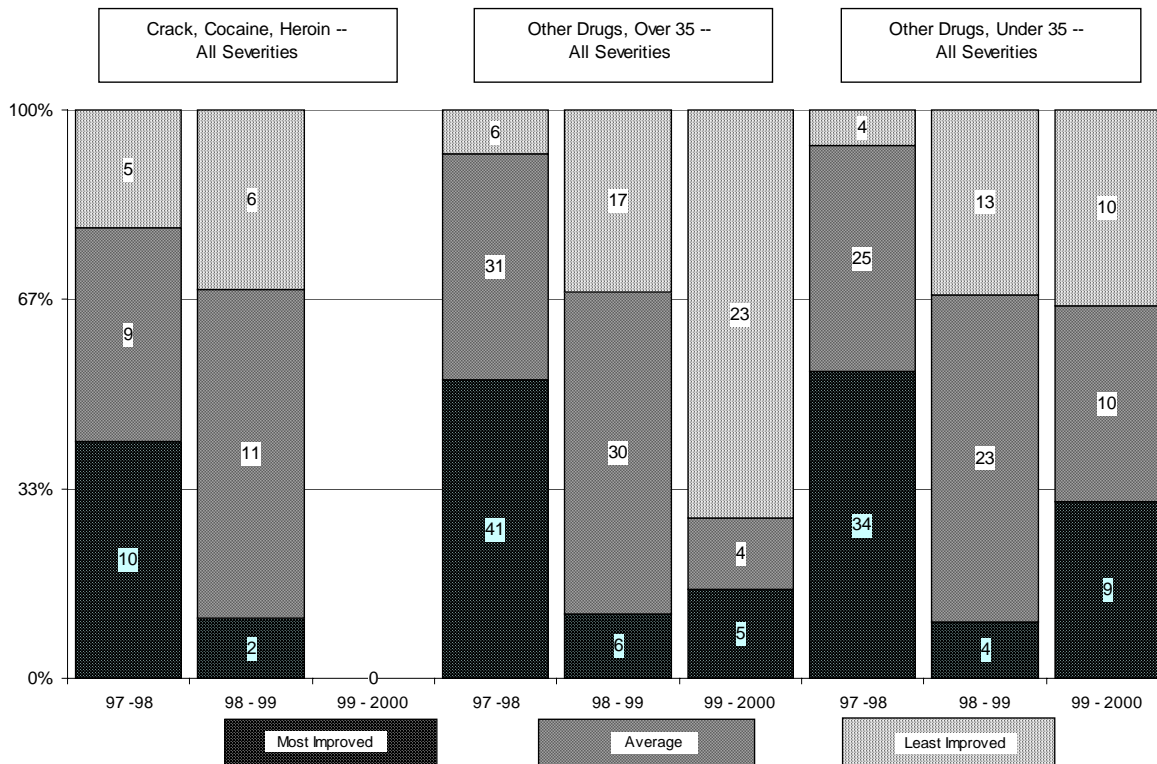
Vice President Adult Services

(219) 533-1234

Katharine Schrock, MSW

Manager, Adult Residential

(219) 533-1234



Swanson Center

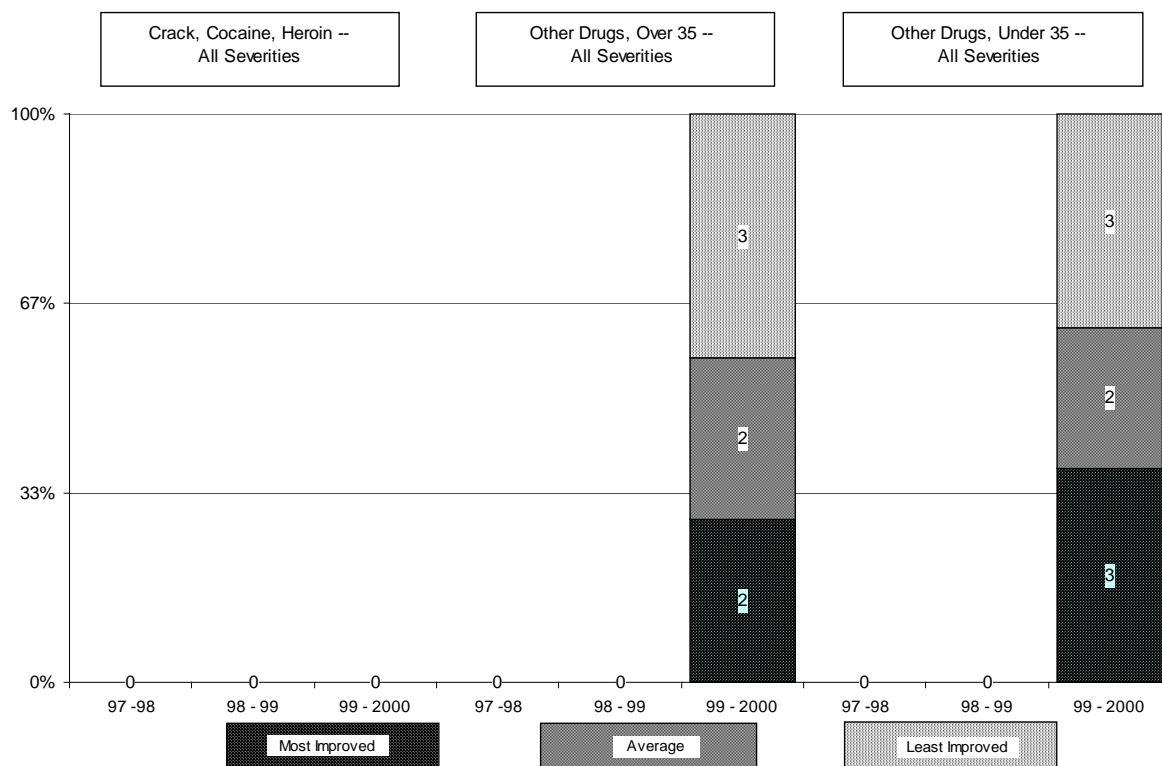
(410)
450 St. John Road, Suite 501
Michigan City, IN 46360
(219) 879-4621

CEO

Jane Strzelecki
President/Interim CEO
(219) 879-4621

Consumer Contact

Donna Letsinger, MSW, ACSW
Chief of Operations (Michigan City)
(219) 872-8666



Center for Behavioral Health

(411)

645 South Rogers Street
Bloomington, IN 47403-2367
(812) 339-1691

CEO

Dennis P. Morrison, Ph.D.

CEO

(812) 337-2302

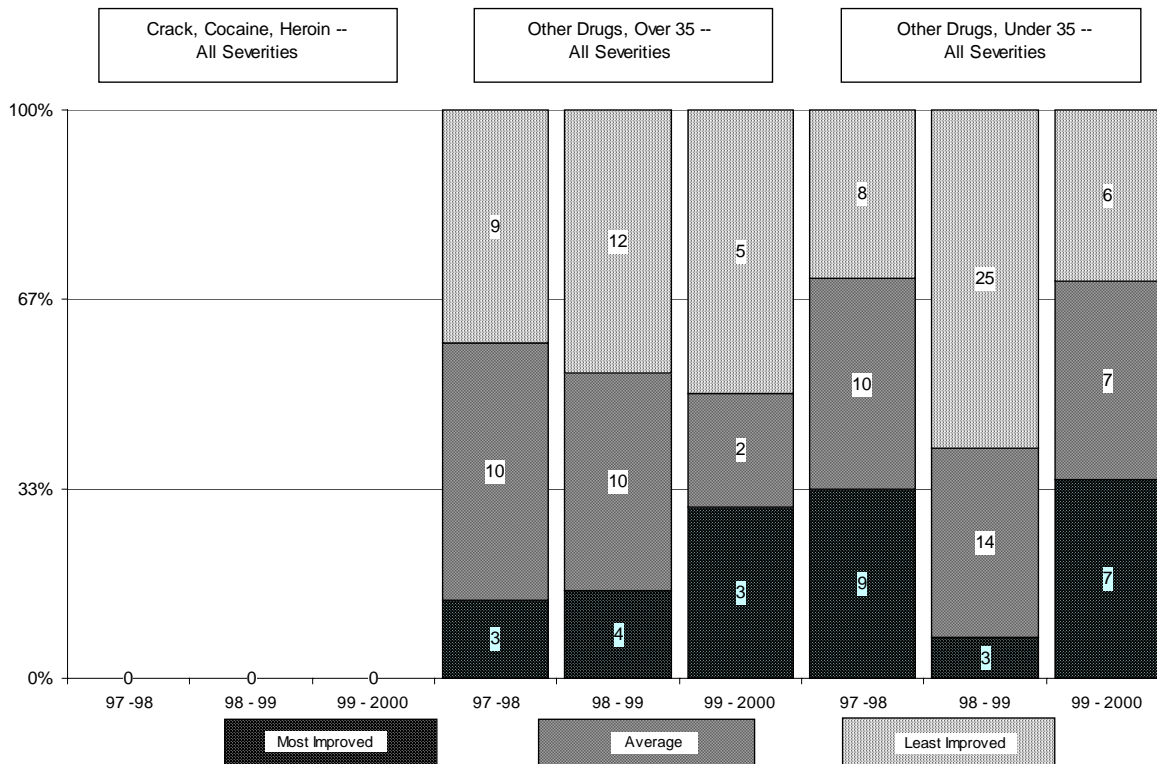
Consumer Contact

Linda Lumsden, BA

QI Manager

(812) 337-2343

llumsden@the-center.org



Tri-City Mental Health Center

(412)

3903 Indianapolis Boulevard

East Chicago, IN 46312

(219) 398-7050

CEO

Robert D. Krumwied, MHA

Executive Director

(219) 392-6010

Consumer Contact

Sharon Kraus, Ph.D.

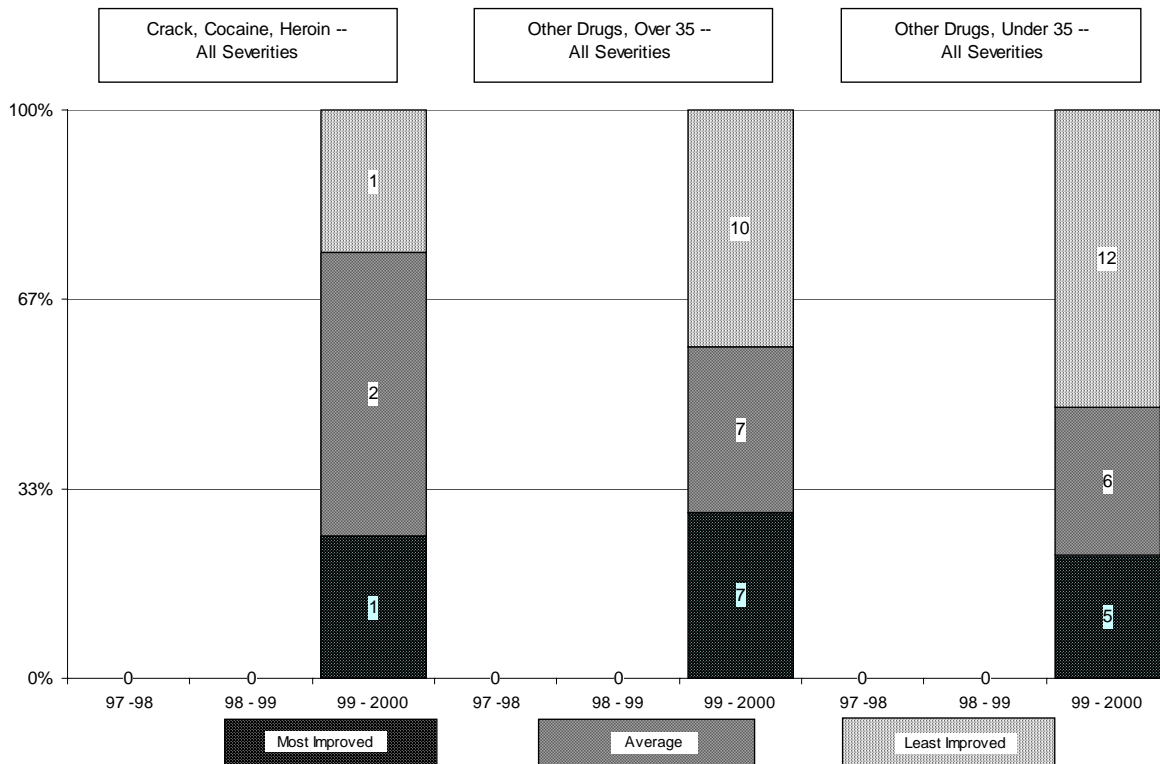
Associate Director, Clinical Services

(219) 392-6008

Denise Ladowicz, CCSW

Director of Community Services

(219) 329-3307



Community Mental Health Center

(413)

285 Bielby Road

Lawrenceburg, IN 47025

(812) 537-1302

CEO

Joseph D. Stephens, MBA

Executive Director

(812) 537-1302

Consumer Contact

Tom Talbot

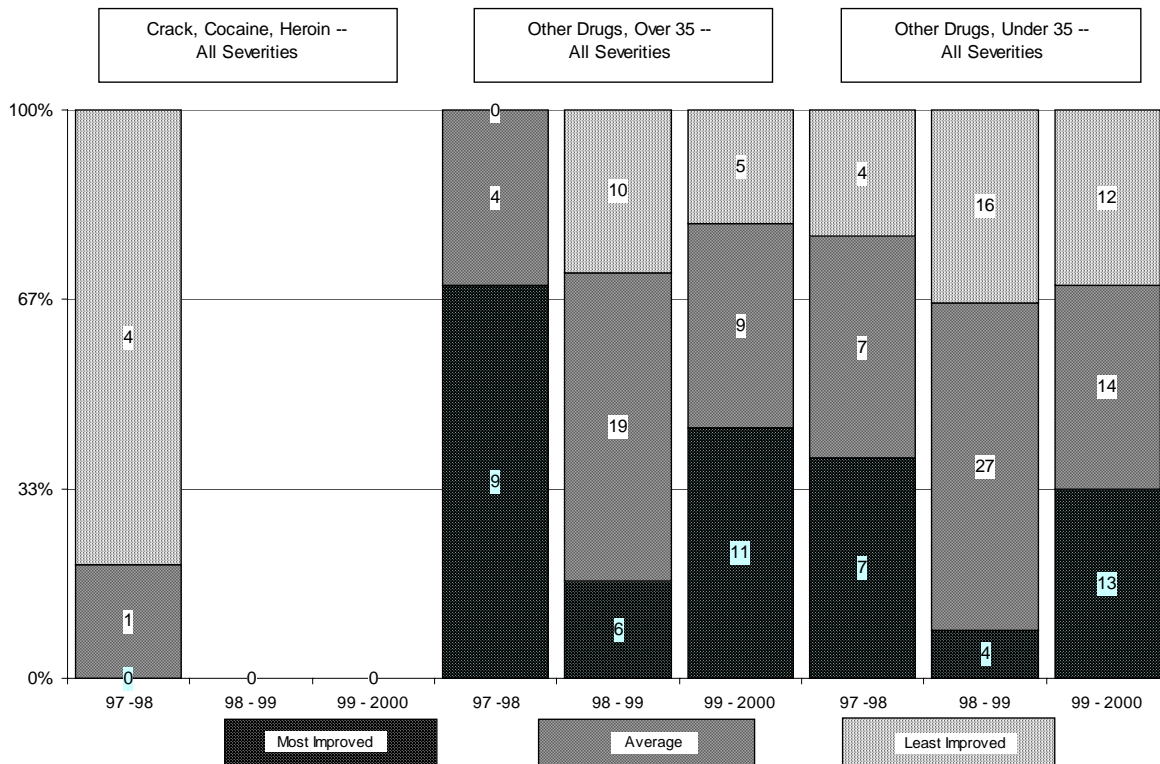
Director of Performance Improvement &
Information Management

(812) 537-1302

Bill Hardy, LCSW

Director of Community Spt Svc

(812) 537-1302



Grant-Blackford Mental Health, Inc.

(414)

505 Wabash Avenue

Marion, IN 46952

(765) 662-3971

CEO

Paul G. Kuczora

President/CEO

(765) 662-3971

Consumer Contact

Sharon Lane

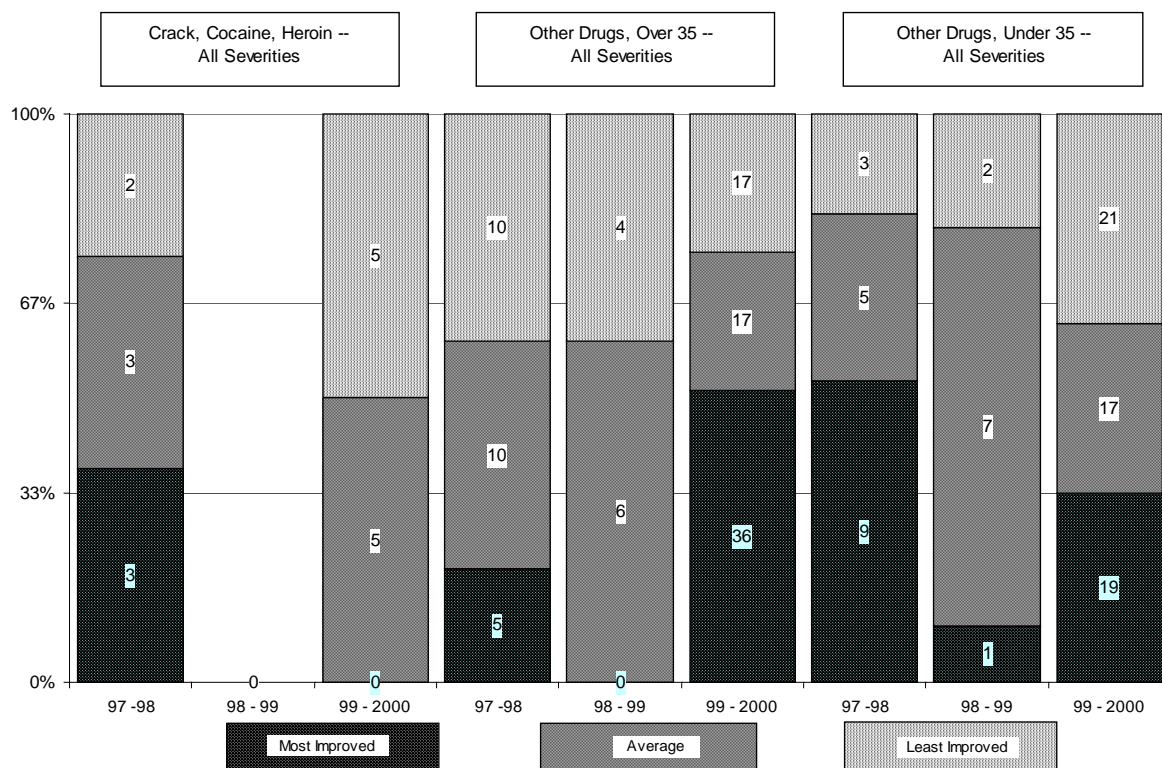
Administrative Secretary

(765) 662-3971

Kim Cowie

Practice Management Supervisor

(765) 662-3971



Wabash Valley Hospital, Inc.

(415)

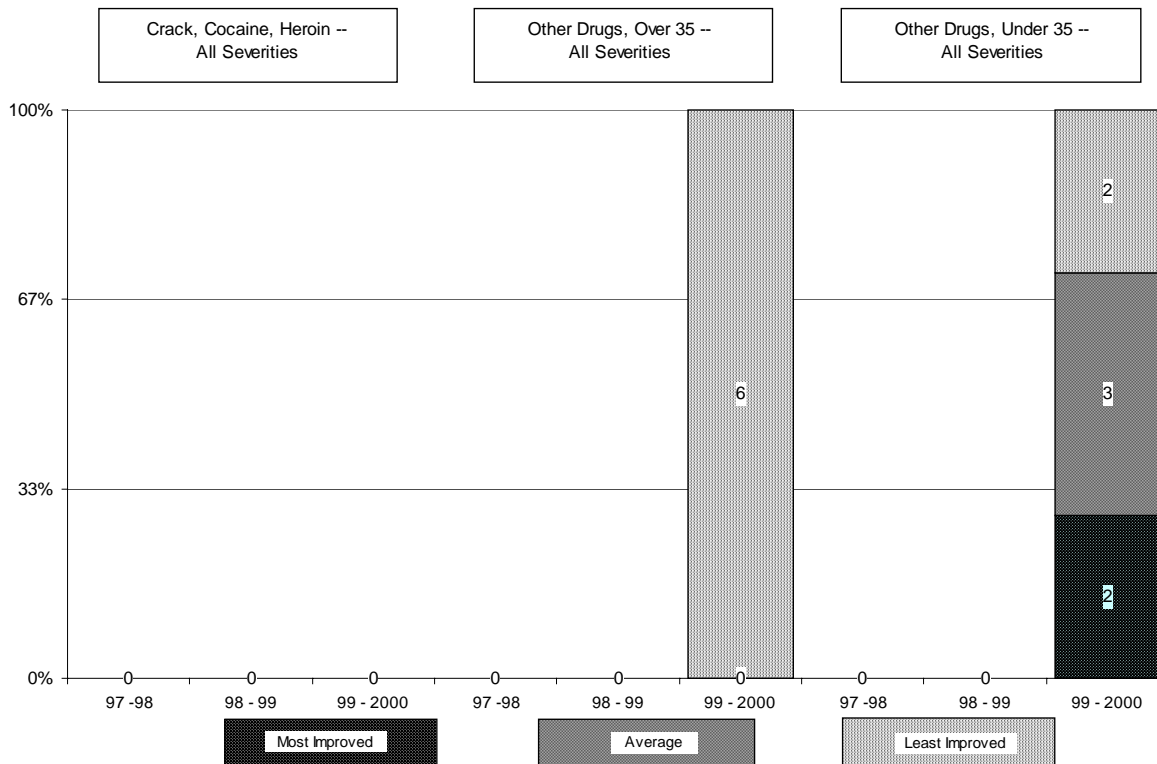
2900 North River Road
West Lafayette, IN 47906
(765) 463-2555

CEO

R. Craig Lysinger, MS, RPH
Administrator
(765) 436-2555

Consumer Contact

Dede Beedle
Administrative Secretary
(765) 446-0142



Gallahue Mental Health Center

(416)
6950 Hillside Court
Indianapolis, IN 46250
(317) 588-7600

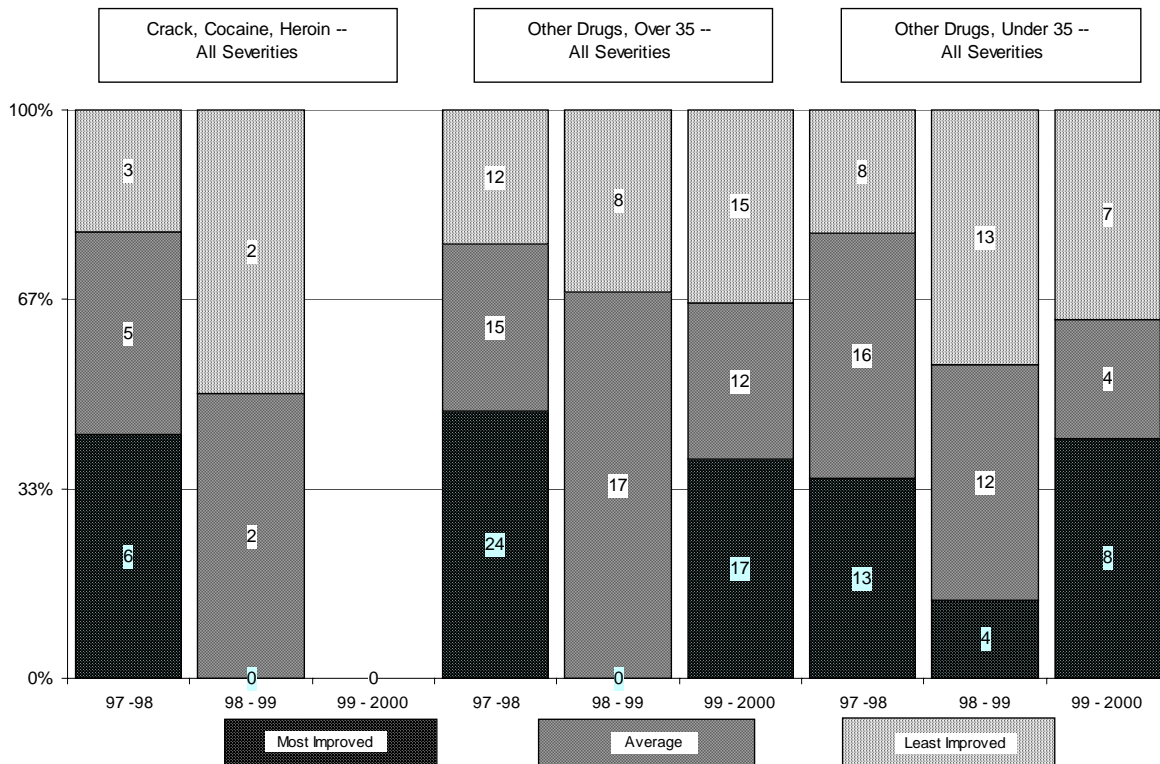
CEO

Eric Crouse, Ph.D.
Administrator
(317) 588-7600

Consumer Contact

Le Stephen, MA, CCSW
Operations Manager
(317) 355-5394

Mike Parker, MSW, ACSW
Operations Manager
(317) 462-1481



Dunn Mental Health Center, Inc.

(417)

P.O. Box 487, 809 Dillon Drive

Richmond, IN 47374

(765) 983-8005

CEO

Richard L. Edwards

CEO

(765) 983-8005

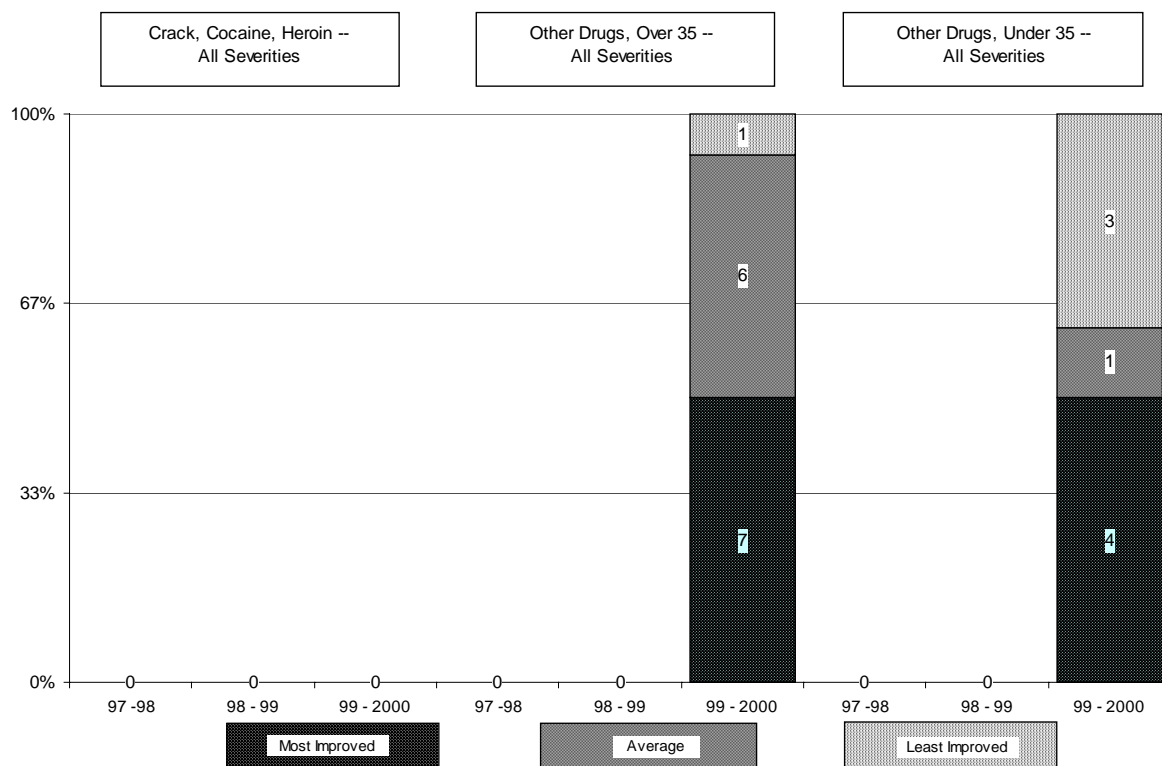
Consumer Contact

Mary Ellen Kardong, MA

Chief, Employee & Comm Rel

(765) 983-8005

mek@dunncenter.org



Porter-Starke Services

(418)
601 Wall Street
Valparaiso, IN 46383
(219) 531-3500

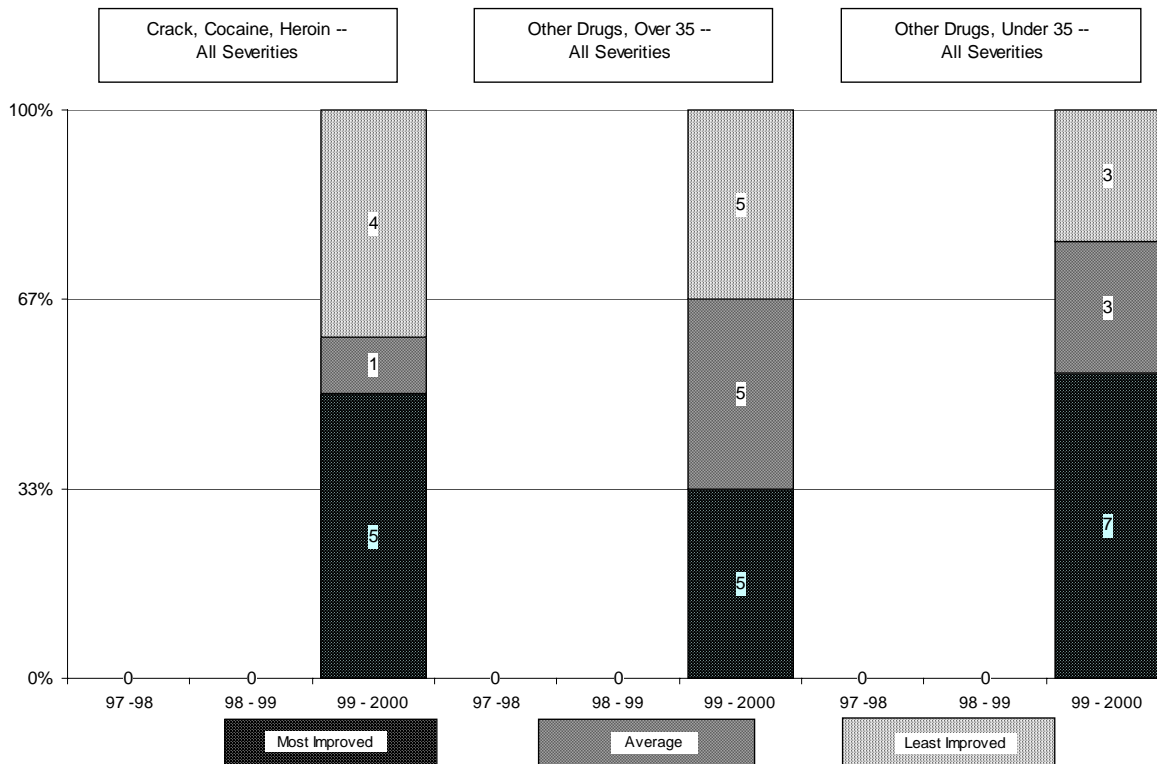
CEO

Maryalice Larson
Interim CEO
(219) 531-3515

Consumer Contact

Karl Cline, MA, CSW
VP Support Services
(219) 531-3649

Mary Idstein
CFO
(219) 531-3575
midstein@porterstarke.org



Parke Center

(419)
909 East State Boulevard
Fort Wayne, IN 46805
(219) 481-2700

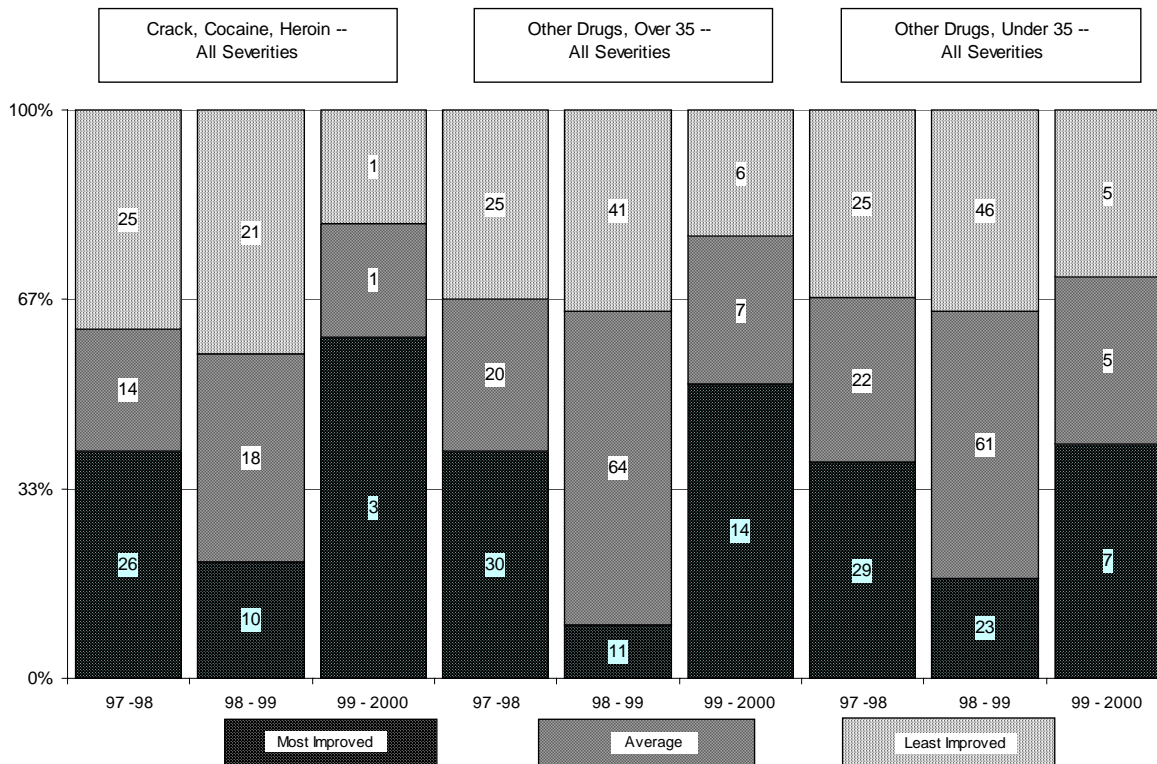
CEO

Paul D. Wilson, ACSW
President/CEO
(219) 481-2721

Consumer Contact

Roxandra McFarthing
VP Corporate Services
(219) 481-2719 ext. 2185
rmcfarthing@parkecenter.org

Brian Flesch, ACSW
VP Managed Care
(219) 481-2721
bflesch@parkcenter.org



Southern Hills Counseling Center, Inc.

(420)

P.O. Box 769, 480 Eversman Drive

Jasper, IN 47547-0769

(812) 482-3020

CEO

Donald M. Arnoff, MA, LCSW

Executive Director

(812) 482-3020

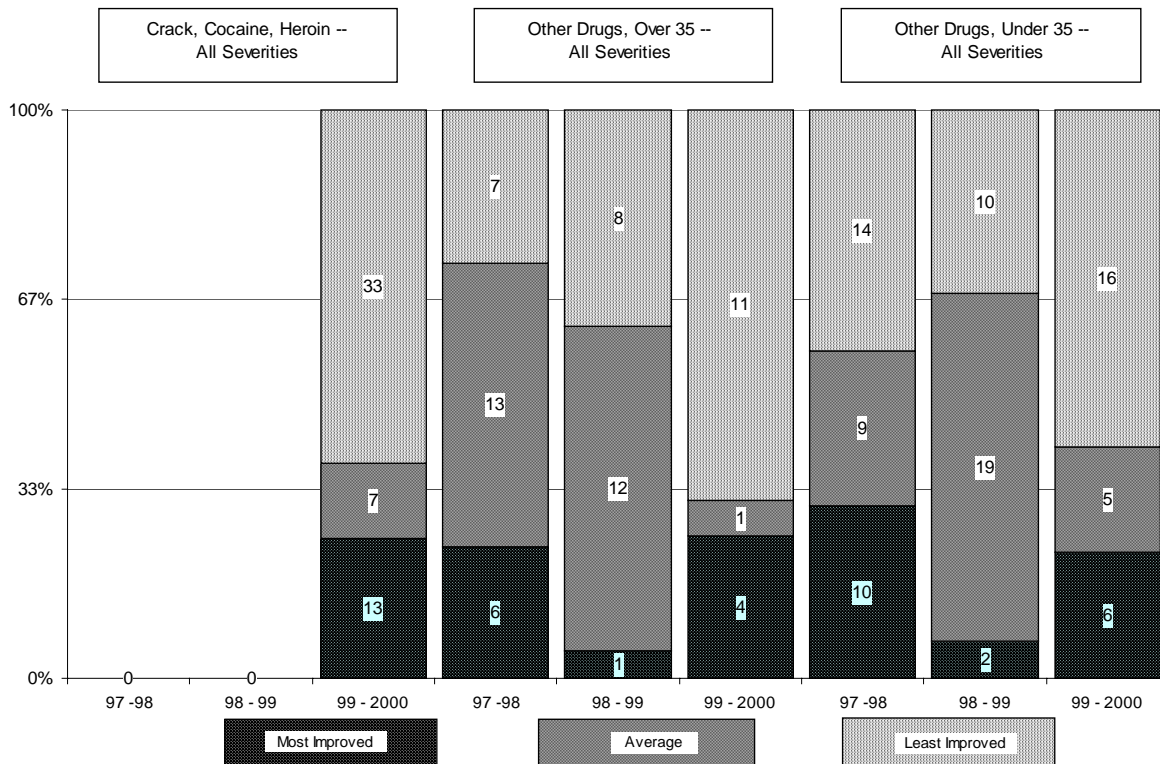
Consumer Contact

Joe Kimmel, MSW, ACSW

Deputy Director

(812) 482-3020

jkimmel@southernhills.org



Edgewater Systems for Balanced Living, Inc.

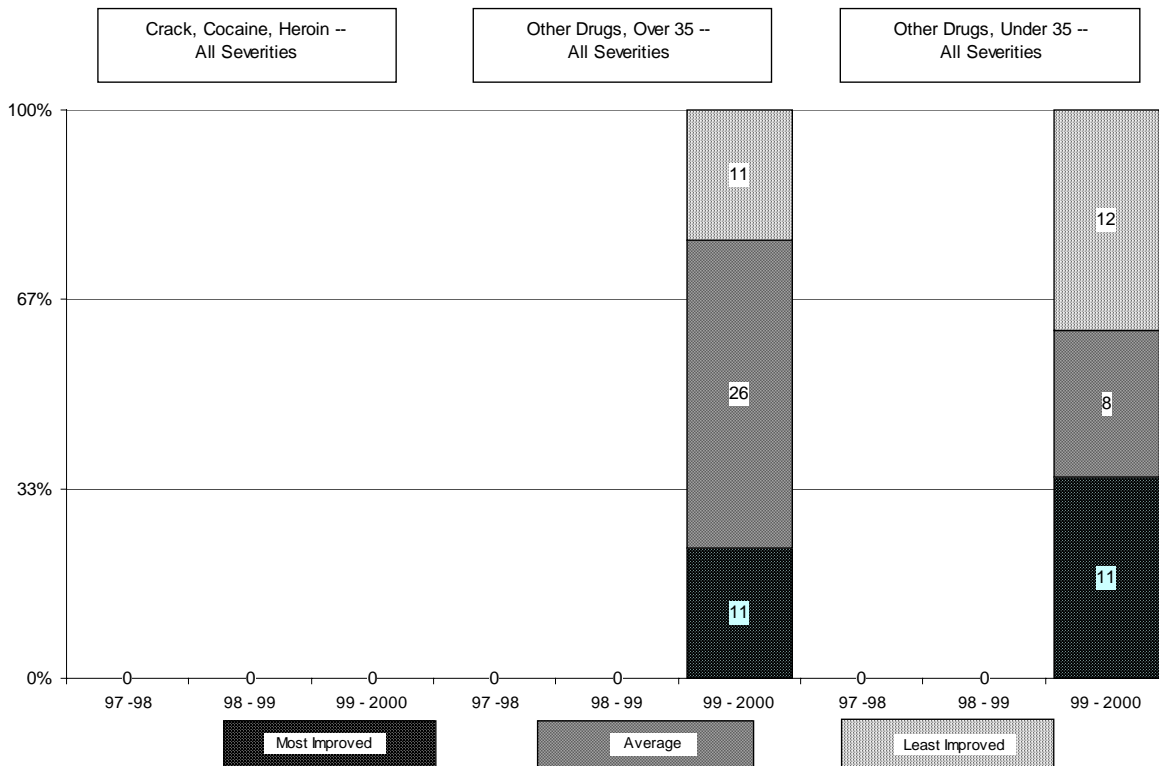
(421)
1100 West 6th Avenue
Gary, IN 46402
(219) 885-4264

CEO

Danita Johnson-Hughes, MSW
CEO
(219) 885-4264

Consumer Contact

Ashvin Sheth, ACSW, LCSW
Chief Clinical Officer
(219) 885-4264 ext. 2470
asheth@edgewatersystems.org



Comprehensive Mental Health Services, Inc.

(422)
240 North Tillotson
Muncie, IN 47304
(765) 288-1928

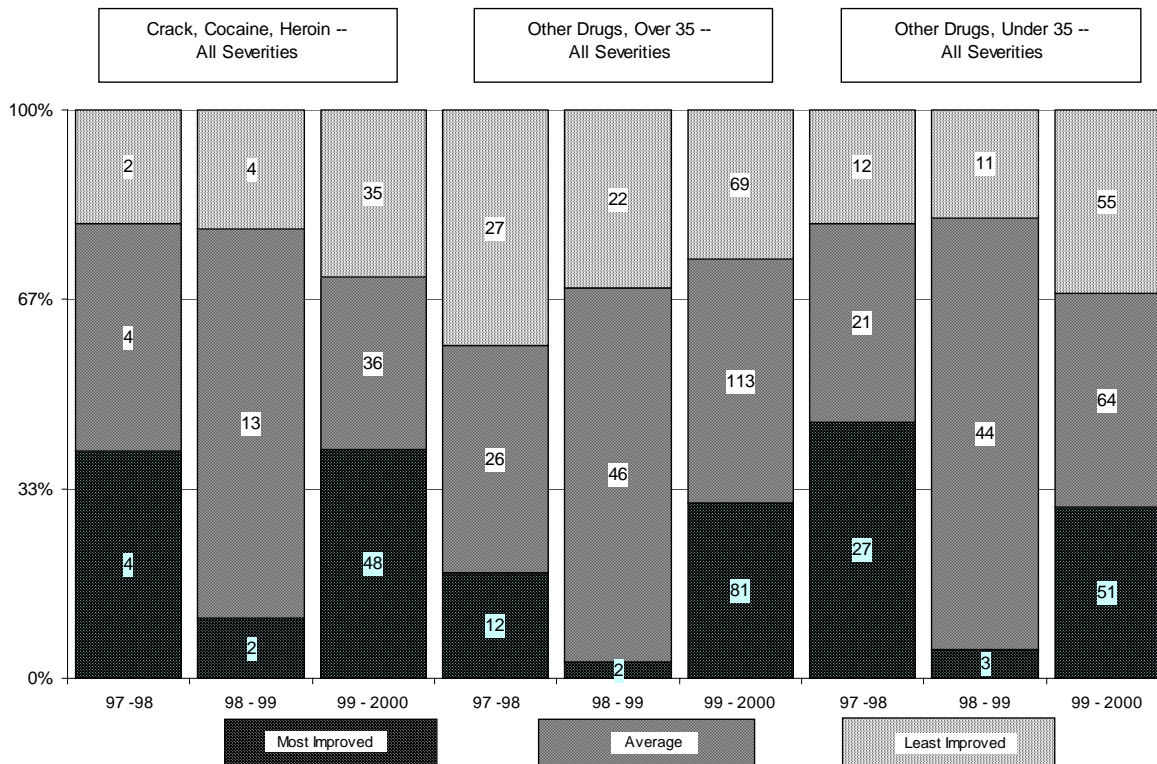
CEO

Suzanne Gresham, Ph.D.
President/CEO
(765) 288-1928

Consumer Contact

Ross Lane, Ph.D.
Division Director
(765) 521-2450

Robert Coles
Division Director
(21) 726-9348



The Center for Mental Health

(425)

P.O.Box 1258, 1100 Broadway

Anderson, IN 46015

(765) 649-8161

CEO

C. Richard DeHaven, MA, MS

President/CEO

(765) 649-8161

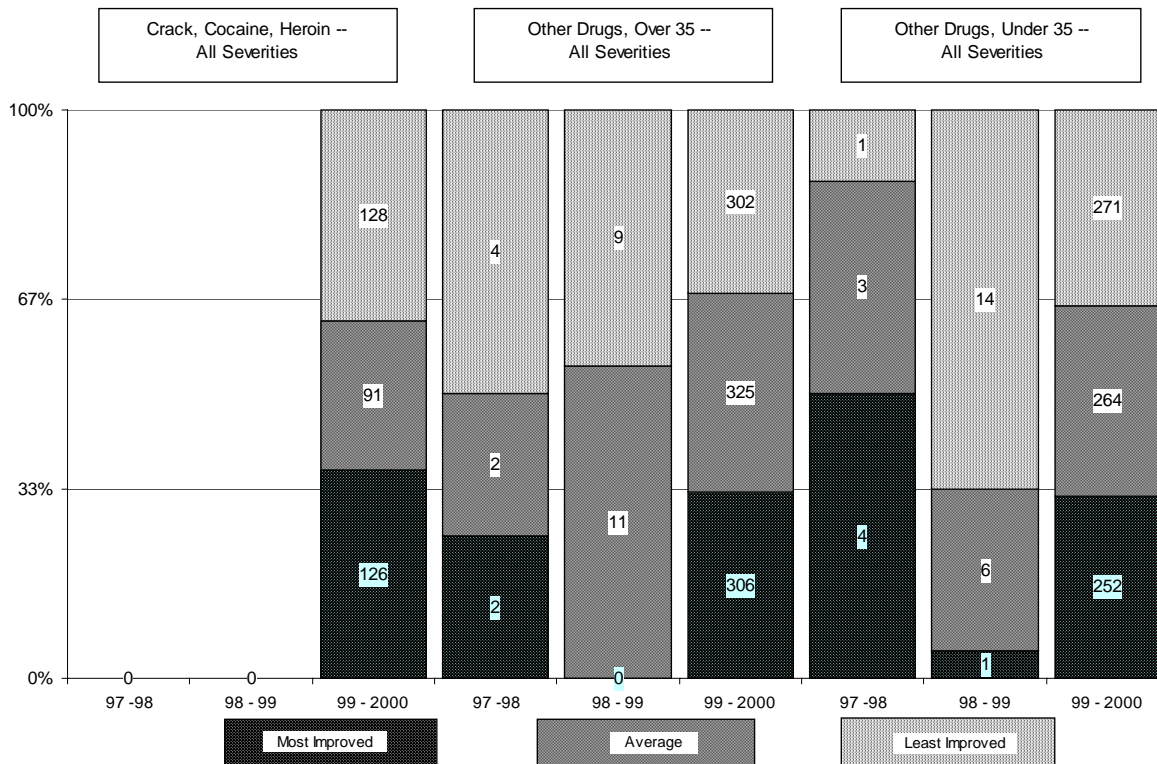
Consumer Contact

Barbara Scott, MSW, LCSW

COO

(765) 649-8161

scottb@csmh.org



Northeastern Center, Inc.

(426)

P.O. Box 817, 229 S. Main Street

Kendallville, IN 46755

(219) 347-4400

CEO

Jerry Hollister, MBA, CPA

CEO

(219) 347-2453

Consumer Contact

Sue Sprague, MSW, LCSW

Continuing Care Director

(219) 347-2453

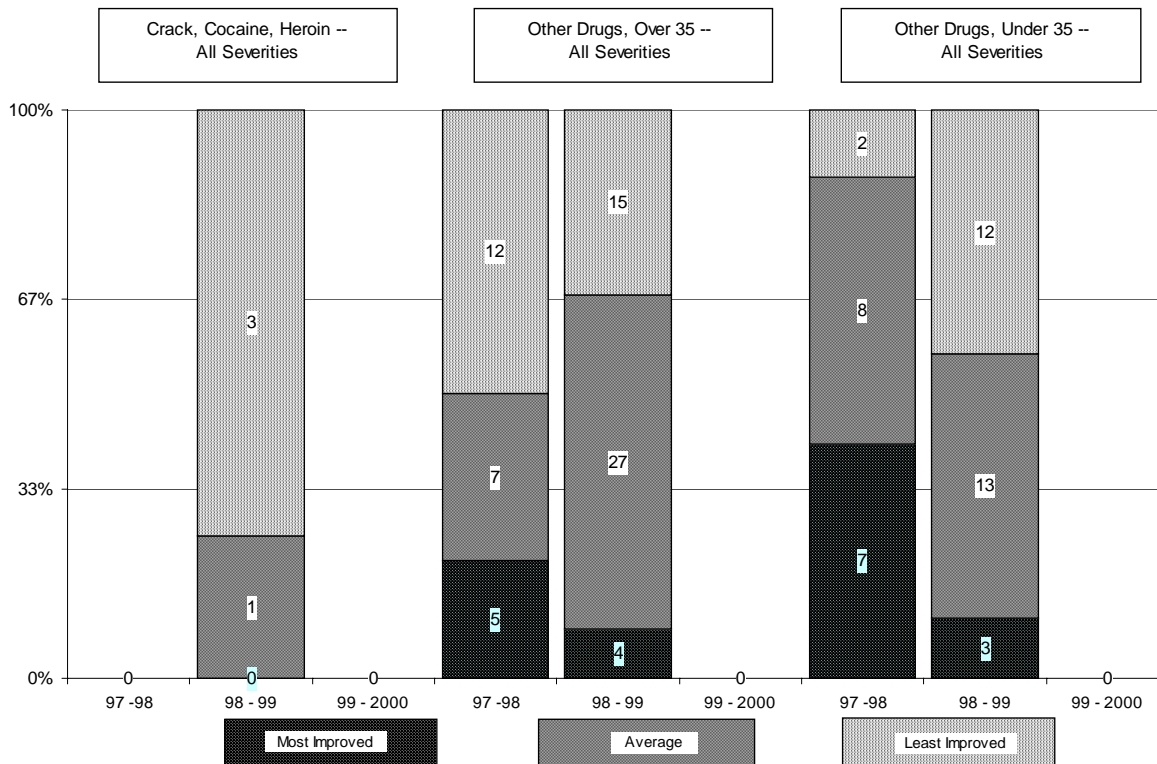
ssprague@northeasterncenter.org

Karen Markward, MS, LSW

Asst Continuing Care Director

(219) 347-4955

kmarkward@northeasterncenter.org



Cummins Mental Health Center

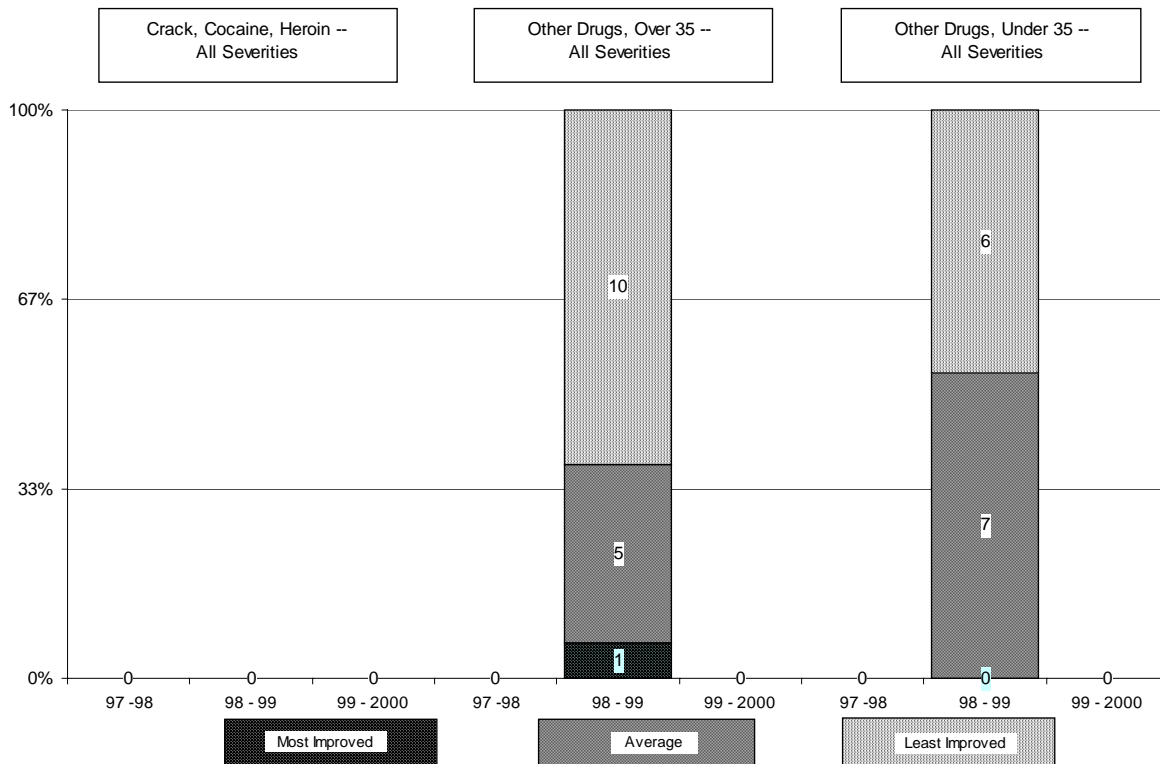
(428)
6655 East US 36
Avon, IN 46123
(317) 272-3330

CEO

Ann Borders, MA
CEO
(317) 272-3330

Consumer Contact

Roxane Harcourt
Director of County Operations
(317) 272-3330



BehaviorCorp

(430)

697 Pro-Med Lane

Carmel, IN 46032

(317) 587-0500

CEO

Larry L. Burch, ACSW

Executive Director

(317) 587-0500

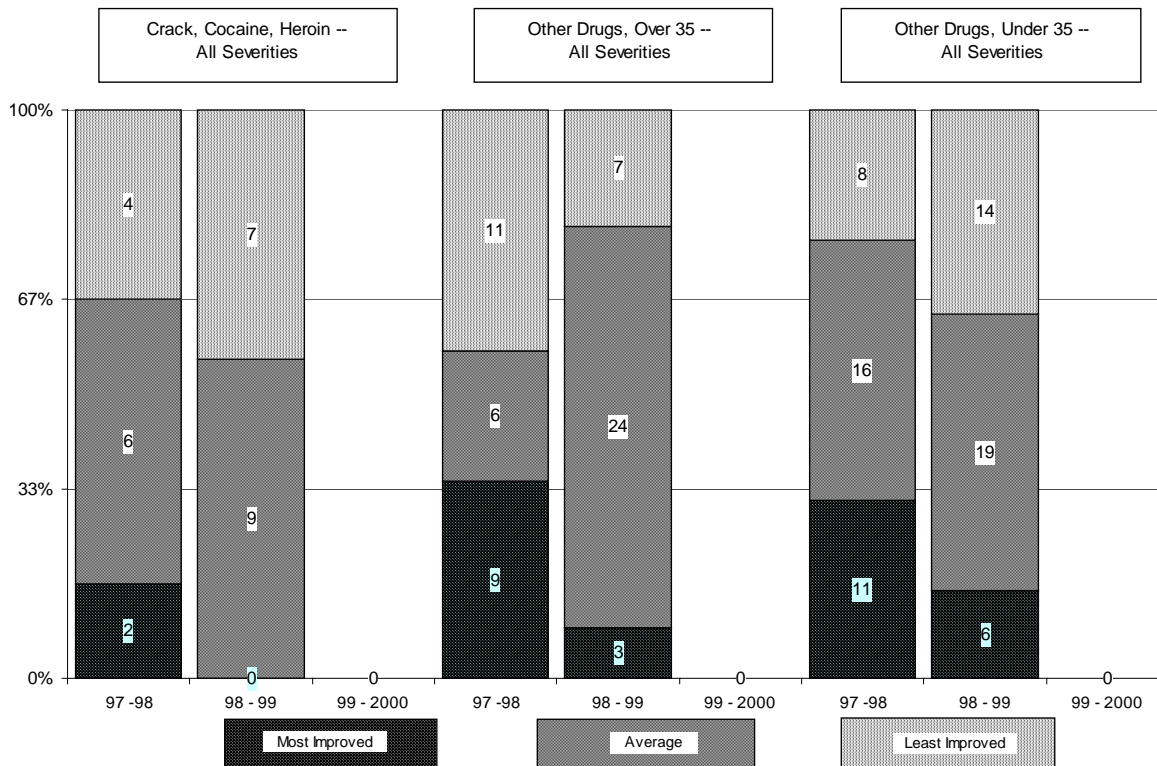
Consumer Contact

Jeff Davis, Ph.D.

Assoc Dir., Clinical Programs

(317) 587-0546

jdavis@behaviorcorp.org



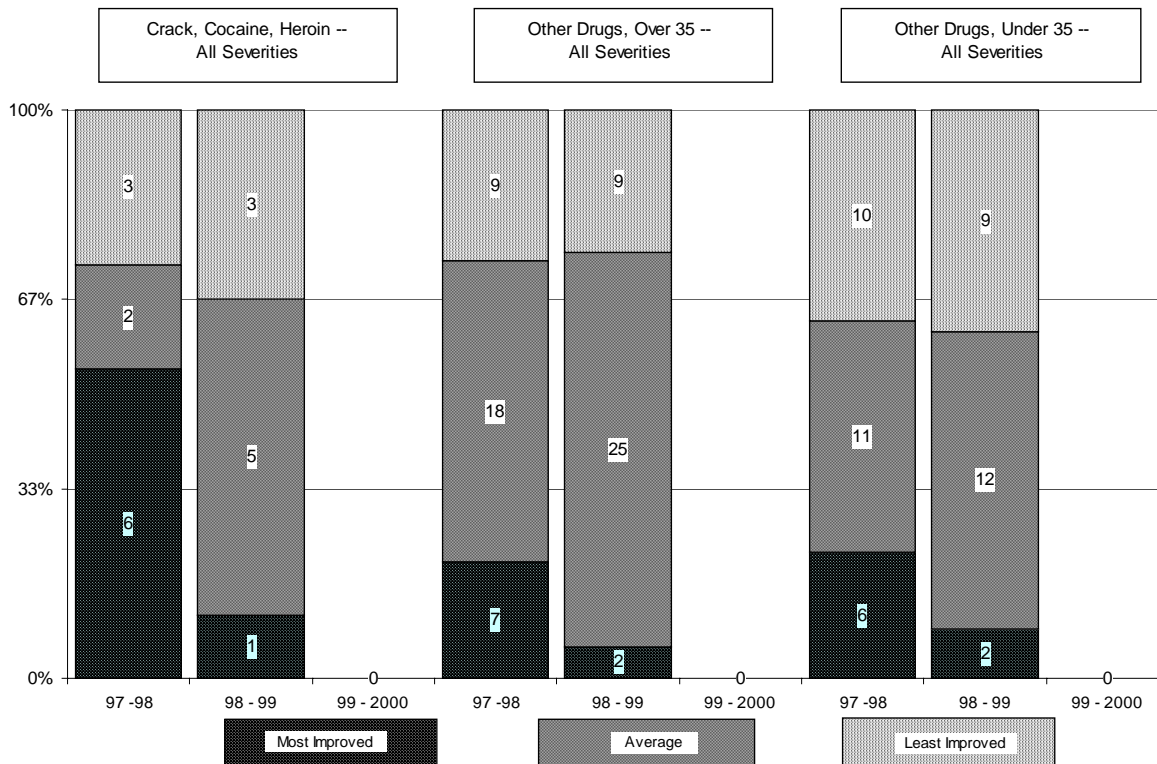
Tara Treatment Center, Inc.

(809)
6231 U.S. 31
Franklin, IN 46131
(812) 526-2611

CEO

Ann Daugherty
(812) 526-2611

Consumer Contact



YWCA of St. Joseph County

(819)

802 North Lafayette Boulevard

South Bend, IN 46601

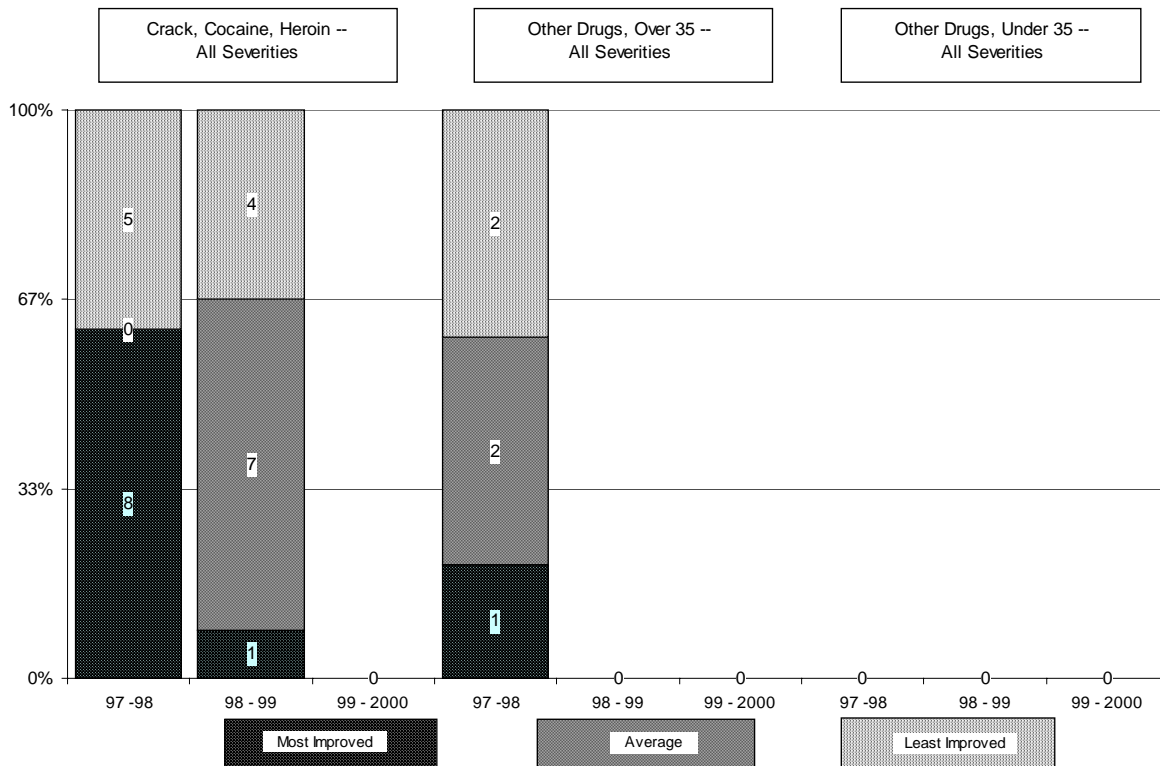
(219) 233-9491

CEO

Christine Nusser

(219) 233-9491

Consumer Contact



Salvation Army, dba Harbor Light Center

(826)

927 North Pennsylvania Street

Indianapolis, IN 46204

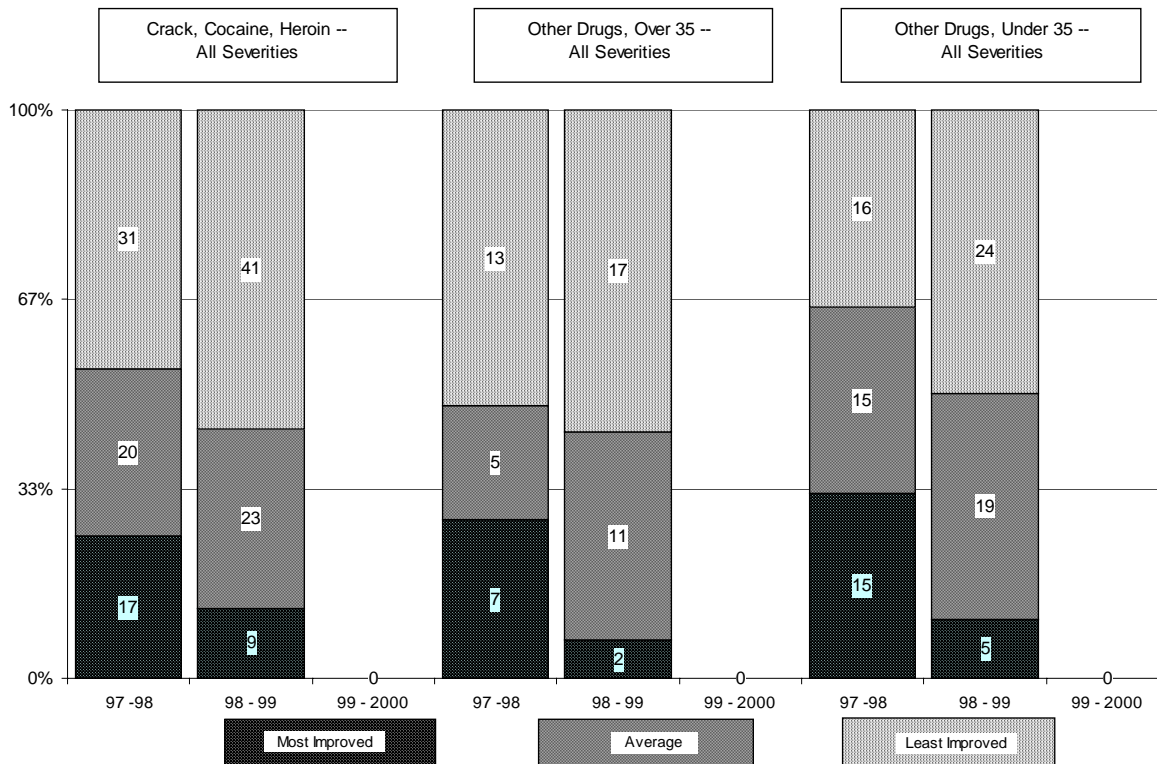
(317) 639-4118

CEO

Jack C. Getz

(317) 639-4118

Consumer Contact



St. Joseph Hospital and Health Center, Inc.

(994)

1907 West Sycamore

Kokomo, IN 46901

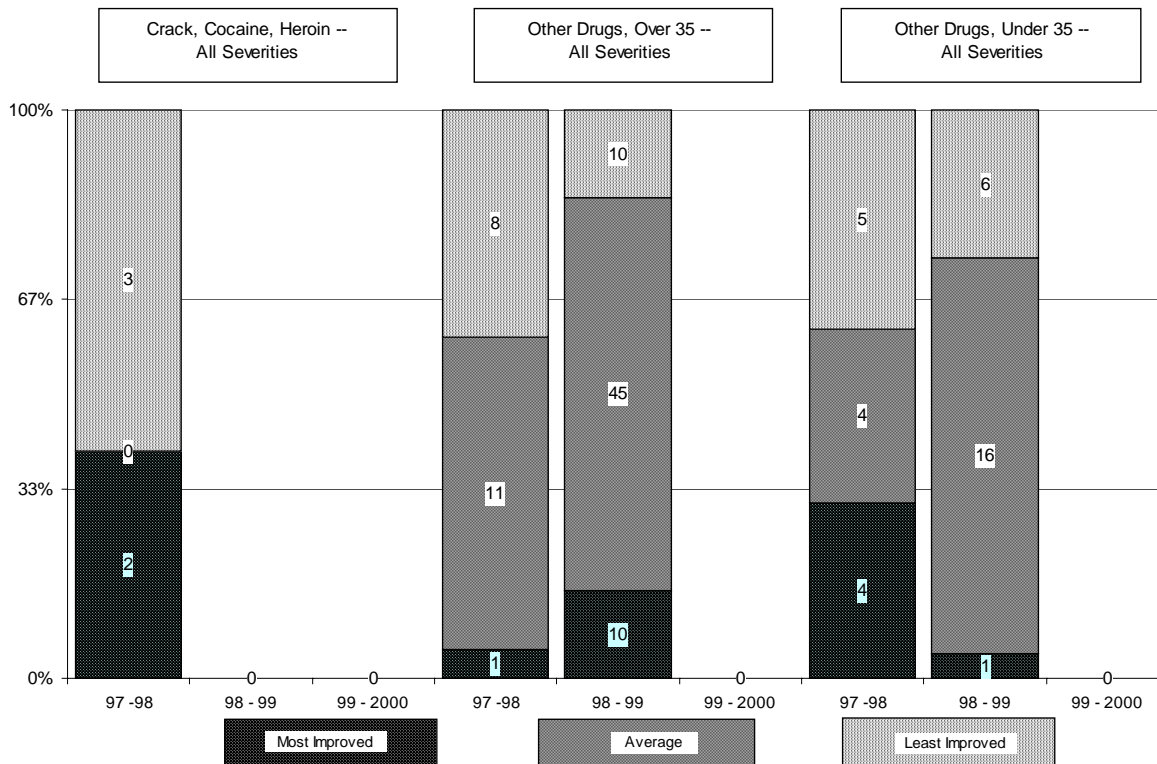
(765) 456-5900

CEO

Kathleen Korbela

(765) 456-5900

Consumer Contact



Addiction Resource Network of Indiana, Inc. (ARNI)

(996)

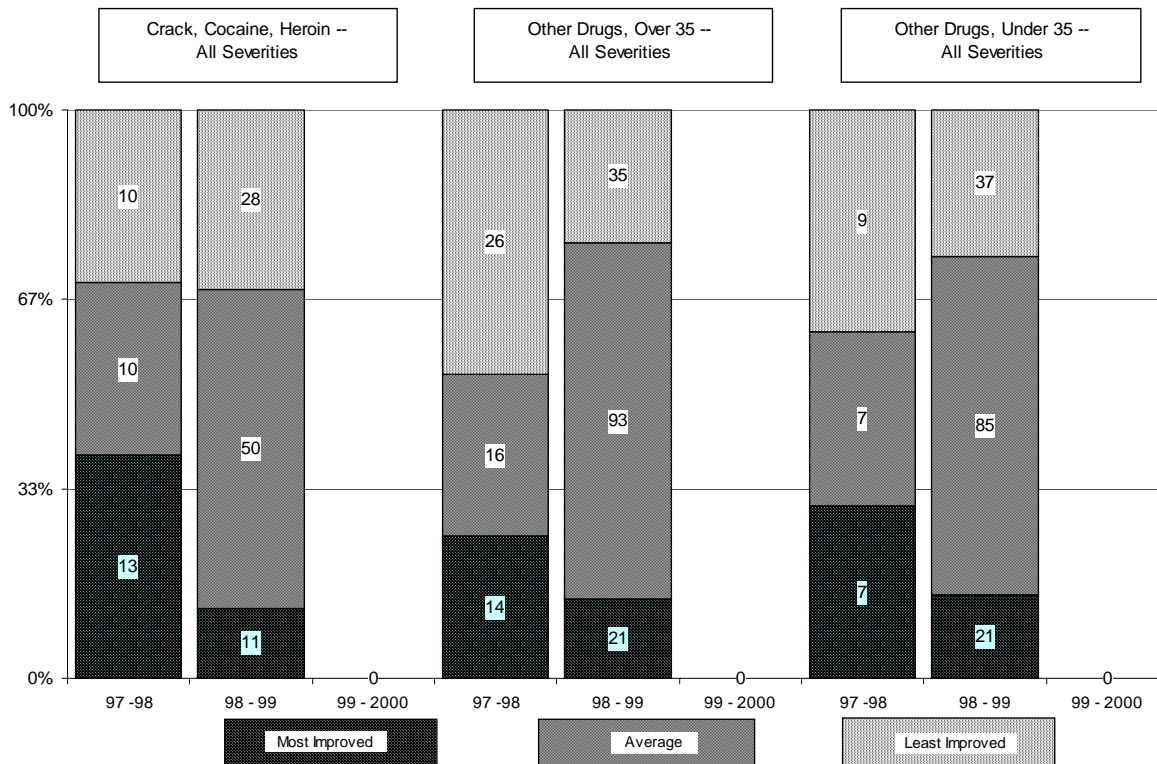
4625 North Michigan Road
Indianapolis, IN 46228-2326
(317) 924-5530

CEO

David Brown
Administrator
(317) 924-5530
arn2@prodigy.net

Consumer Contact

Mark DeLong
(800) 232-3150



Affiliated Service Providers of Indiana, Inc. (ASPIN)

(998)

1015 Michigan Avenue

Logansport, IN 46947

(219) 722-9523

CEO

David Brown

Administrator

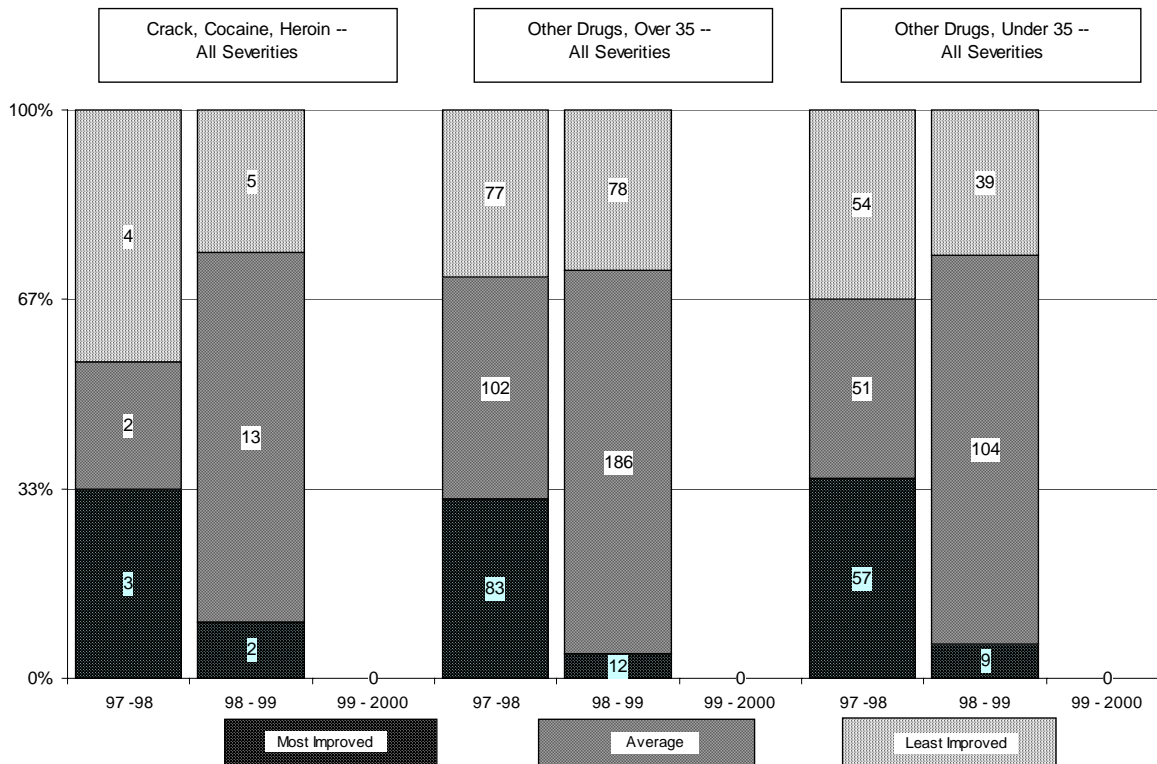
(317) 924-5530

arn2@prodigy.net

Consumer Contact

Mark DeLong

(800) 232-3150



Southlake/Tri-City Management Corp. (Community Behavioral Health Network)

(999)

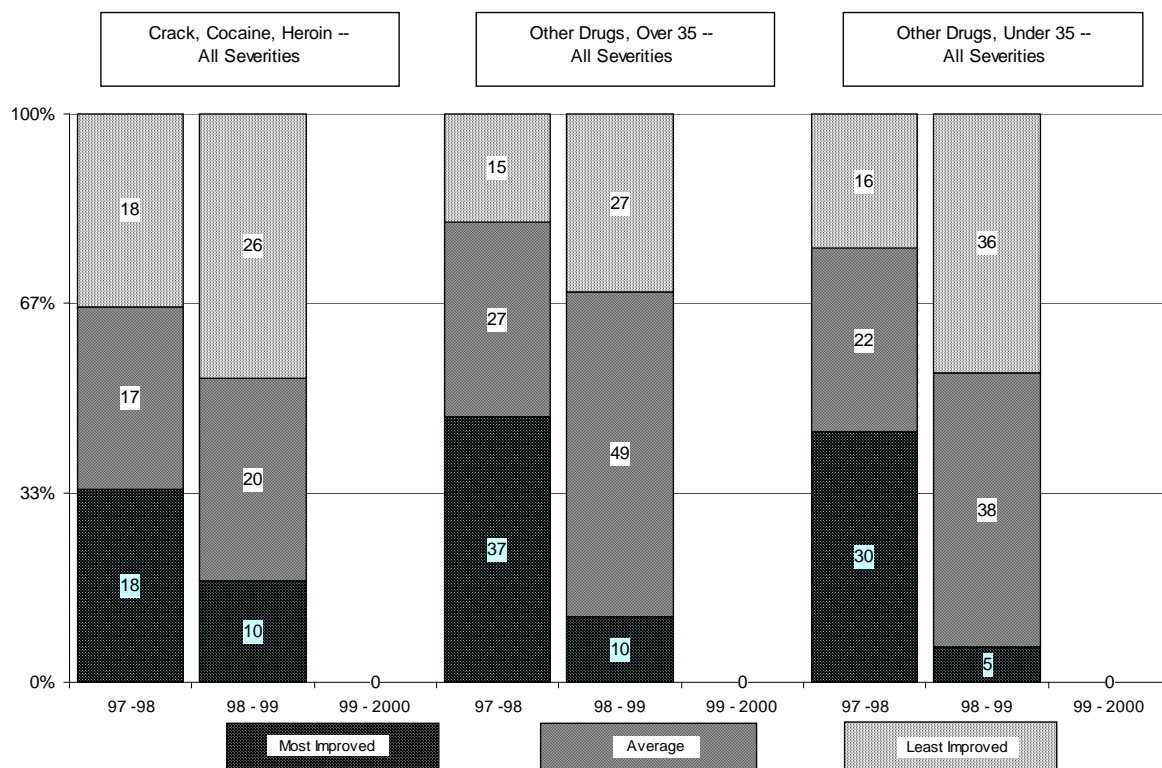
8400 Louisiana Street
Merrillville, IN 46410-6353
(219) 757-1905

CEO

Kathryn D. Whittington, Ph.D.
President
(219) 757-1905

Consumer Contact

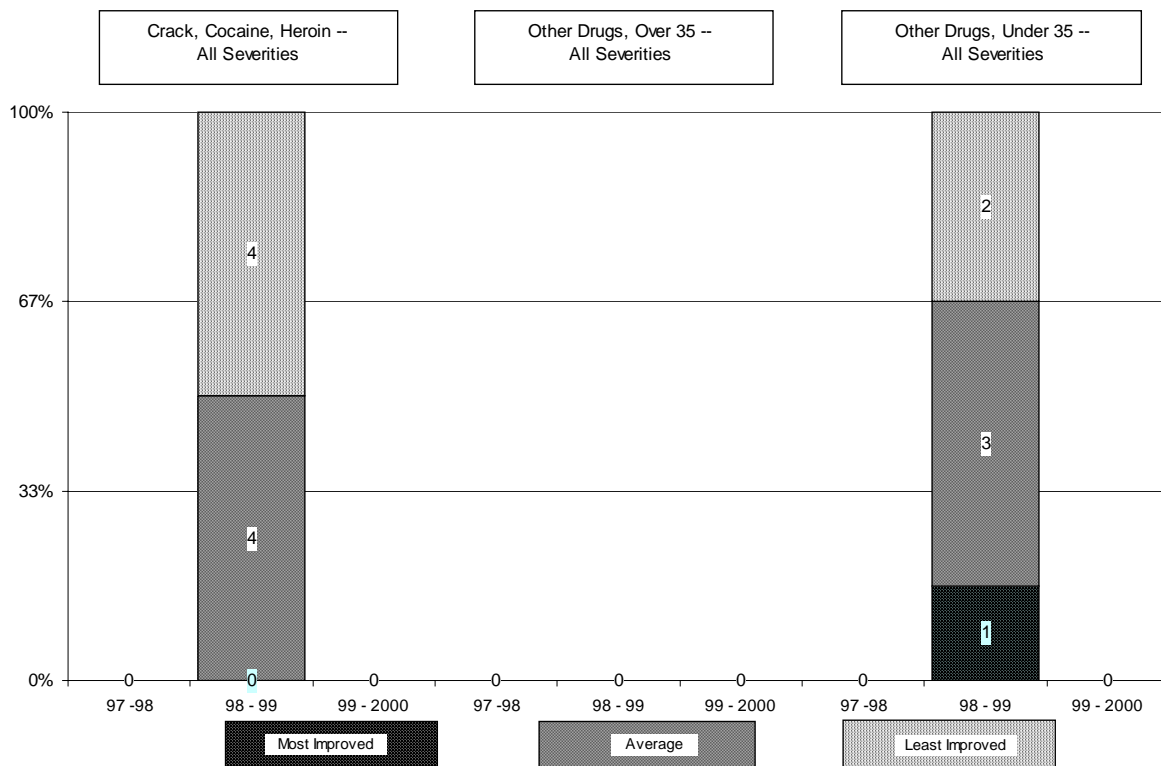
Heather McCarthy
Program Director
(219) 757-1830
gemprev@jorsm.com



Options Institute, Inc.

(1004)

This provider is no longer contracted to the Division of Mental Health.



Data Tables

Crack, Cocaine, Heroin – All Severities												
	SFY 97-98				SFY 98-99				SFY 99-00			
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown	1											
402 LifeSpring	2											
403 Samaritan												
404 South-Western												
405 Hamilton												
406 Madison												
407 Howard												
408 Quinco												
409 Oaklawn												
410 Swanson												
411 Center												
412 Tri-City												
413 Community												
414 Grant												
415 Wabash												
416 Gallahue												
417 Dunn												
418 Porter												
419 Parke												
420 Southern												
421 Edgewater												
422 Comprehensive												
425 Center for Mental Health												
426 North-eastern												
428 Cummins												
430 Behavior												
809 Tara												
819 YWCA												
826 Salvation												
994 St. Joseph												
996 ARNI												
998 ASPIN												
999 South-lake/ Tri-City												
1004 Options												
Totals	3	3	3	3	3	3	3	3	3	3	3	3

Other Drugs, Over 35 – All Severities												
	SFY 97-98				SFY 98-99				SFY 99-00			
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown												
402 LifeSpring												
403 Samaritan												
404 South-Western												
405 Hamilton												
406 Madison												
407 Howard												
408 Quinco												
409 Oaklawn												
410 Swanson												
411 Center												
412 Tri-City												
413 Community												
414 Grant												
415 Wabash												
416 Gallahue												
417 Dunn												
418 Porter												
419 Parke												
420 Southern												
421 Edgewater												
422 Comprehensive												
425 Center for Mental Health												
426 North-eastern												
428 Cummins												
430 Behavior												
809 Tara												
819 YWCA												
826 Salvation												
994 St. Joseph												
996 ARNI												
998 ASPIN												
999 South-lake/ Tri-City												
1004 Options												
Totals	3	3	3	3	3	3	3	3	3	3	3	3

Other Drugs, Under 35 – All Severities												
	SFY 97-98				SFY 98-99				SFY 99-00			
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown												
402 LifeSpring												
403 Samaritan												
404 South-Western												
405 Hamilton												
406 Madison												
407 Howard												
408 Quinco												
409 Oaklawn												
410 Swanson												
411 Center												
412 Tri-City												
413 Community												
414 Grant												
415 Wabash												
416 Gallahue												
417 Dunn												
418 Porter												
419 Parke												
420 Southern												
421 Edgewater												
422 Comprehensive												
425 Center for Mental Health												
426 North-eastern												
428 Cummins												
430 Behavior												
809 Tara												
819 YWCA												
826 Salvation												
994 St. Joseph												
996 ARNI												
998 ASPIN												
999 South-lake/ Tri-City												
1004 Options												
Totals	3	3	3	3	3	3	3	3	3	3	3	3